



## ANSWERS TO OUR MOST COMMON QUESTIONS

### WHO CAN BENEFIT FROM BEHAVIOR THERAPY?

People of all ages and abilities can benefit from behavior services. You or your loved one does not have to have any diagnosis. All you need to have is a behavior that you want to change.

### WHAT TYPES OF BEHAVIORS CAN BE TREATED WITH BEHAVIOR THERAPY?

We can help you change any behavior you want to change but common behaviors we often help with are, verbal/physical aggression, lack of communication, self-injury, obsessive behavior, unsafe behavior, self-isolation, poor sibling and peer relationships, self-stimulatory behaviors, problematic work and school behavior, disruptive behaviors, refusing to follow directions, academic delays, low self esteem and lack of essential life skills.

### WHAT KIND OF PROGRESS CAN I EXPECT?

Depending on the situation, some people will begin to see the benefits of behavior services within the first few sessions other people it may take several sessions. It really depends on the goals, the intensity of services and the person's response. When we you meet with us for your first consultation we can make a better assessment.

### HOW SOON CAN SERVICES BEGIN?

Starting services begins when you give us a call or send an email. You will receive a response from a Board Certified Behavior Analyst immediately or up to one business day. Services typically start within a week from contact and sooner if possible.

### WHAT PRIVATE INSURANCES OR PUBLIC PROGRAMS COVER BEHAVIOR SERVICES?

Utah insurances and public programs are just in the development stages of covering behavior services mostly just to individuals with Autism. The system can be very confusing and is always changing. We stay educated on the coverages available and will help you navigate the system. Because behavior services are only covered by limited insurances and public programs, we provide affordable behavior coaching services that is available on a private pay basis.

### WHEN AND WHERE ARE BEHAVIOR SERVICES AVAILABLE?

We understand that people have hectic schedules. We do our best to accommodate any schedule and that is why we provide services 7am-9pm Monday thru Sunday. We will provide services in any location to meet the need. Common places that we provide services are at our Salt Lake Office, in home, in community settings as stores, libraries, day cares, recreational centers, churches, family events, and most any area where behavior change is needed. We believe that the best way to create meaningful, lasting behavior change is by helping where and when the behavior happens.

## **HOW DOES APEX ENSURE THAT EMPLOYEES ARE ETHICAL, PROFESSIONAL AND TRAINED?**

We know that behavior services are provided to vulnerable populations and that our employees are exposed to sensitive issues. We want clients to trust our employees first and foremost. We respect your individual family values, routines, and preferences. All Apex employees are hand selected based on our core values, their experience, their character and qualifications for the position. We provide extensive employee training that includes behavior specific training, confidentiality, code of conduct, CPR/First Aid, Safety Care, and specific issues related to the people they support. All our employees must pass a background check prior to ever working with a client. We meet all state and federal standards. We will not have an employee work that is not qualified to provide the quality services we expect.

## **WHO IS INVOLVED IN THE BEHAVIOR PROGRAM?**

We want to build a community of support around people. In addition to our professional staff, we will educate and coordinate with parents, siblings, community members, medical professionals, or any other person that is part of your support system. We find that the more people that understand the behavior program that the behavior change is better generalized and sustained.

## **WHAT IF APEX CAN'T MEET ALL THE NEEDS?**

We specialize in behavior and we know that behavior services are only one piece of the puzzle. We are connected with other professionals and specialists through out Utah and will refer you to the appropriate provider.

## **HOW CAN I LEARN MORE?**

Our team of professionals would be happy to meet with you and educate you on all of your options and offer suggestion on how to move forward. We offer a free consultation where we will develop a simple overview of how our behavior services can help as well as recommendations for other appropriate services.