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## Welcome to Brandis Center, Inc.

Thank you for your interest in Applied Behavior Analysis (ABA) therapy with Brandis Center, Inc. Since 2018, we have proudly provided center-based & home-based ABA therapy in Sturbridge, Massachusetts.

We are a small, locally owned organization with a strong focus on individualized care, reasonable caseloads, and meaningful family collaboration. Our center is thoughtfully designed with multiple therapy rooms and shared socialization areas to support learning, play, and skill development in a safe and welcoming environment.

Our clinical team is led by Board Certified Behavior Analysts (BCBAs) who oversee all treatment programs. Direct services are provided one-to-one by Behavior Technicians (BTs), the majority of whom are Registered Behavior Technicians (RBTs). We take pride in maintaining high clinical and ethical standards across all services.

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## What Is ABA Therapy?

Applied Behavior Analysis (ABA) is an evidence-based treatment approach that focuses on improving socially significant behaviors and skills, including communication, social interaction, self-help skills, and behavior regulation. ABA services are individualized and based on clinical assessment, ongoing data collection, and medical necessity.

Parents and caregivers play a vital role in treatment, and collaboration between families and clinicians is essential to long-term success.

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## The ABA Onboarding Process

We value transparency and realistic expectations. Below is an overview of the typical steps involved in starting ABA services with Brandis Center, Inc.:

1. Completion of an online intake application
2. Completion of an ABA questionnaire
3. Submission of required documentation, which may include:
  - a. A diagnostic evaluation confirming Autism Spectrum Disorder (ASD) and/or Down Syndrome
  - b. A physical exam dated within the last year
  - c. A recommendation for ABA therapy (often included in the diagnostic report)
  - d. Any additional reports families feel may be helpful
4. Clinical review of documents by a BCBA

5. In-person parent/caregiver-only meeting at our center
6. Submission of a request to your insurance provider for authorization of an ABA assessment
7. Completion of an assessment involving the child, caregiver, and BCBA
8. Development of a treatment plan and clinical recommendations (or referral to another service if ABA is not indicated)
9. Submission of a request to your insurance provider for authorization to begin ABA therapy
10. Initiation of ABA services

From the time of the in-person meeting, the onboarding process typically takes 6–8 weeks. Timelines may vary based on factors such as:

- Volume of patients in the onboarding process
  - Receipt of required documentation
  - Scheduling availability
  - Insurance authorization timelines
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## **Family Involvement & Expectations**

Family participation is a critical component of effective ABA services. Parents and caregivers are encouraged to actively participate in treatment planning, attend recommended parent training sessions, and communicate regularly with the supervising BCBA.

Additional details regarding parent training expectations, attendance policies, communication guidelines, confidentiality, and client rights are outlined in the Brandis Center Consent & Policy Packet, which families receive during the intake process

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## **Transportation**

Brandis Center, Inc. does not provide transportation services.

Parents and caregivers are responsible for transporting their child to and from ABA services.

For families enrolled in MassHealth, transportation may be available through the PT-1 program. Families are responsible for initiating and managing PT-1 transportation requests. Brandis Center, Inc. does not control PT-1 approvals or transportation providers.

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## **Communication & Support**

We encourage families to reach out with questions at any point during the intake or treatment process. Our team can be contacted by:

Email: [info@brandiscenter.com](mailto:info@brandiscenter.com)

Phone: (774) 241-0001

To support ethical practice, documentation, and staff well-being, communication expectations and boundaries are outlined in the Consent & Policy Packet.

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## **Client Rights, Privacy, & Grievances**

Brandis Center, Inc. is committed to providing services in a respectful, ethical, and family-centered manner. Families have the right to:

- Participate in treatment planning
- Ask questions and raise concerns
- File grievances without fear of retaliation

Detailed information regarding confidentiality, privacy practices, client rights, and the grievance process is included in the Consent & Policy Packet provided during intake.

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## **Discharge & Transition Planning**

ABA services are designed to evolve over time based on clinical progress and medical necessity. When services are nearing completion, reduced, or discontinued, Brandis Center, Inc. works collaboratively with families to support appropriate transition planning, which may include coordination with schools, community providers, or other supports.

Additional information regarding discharge and transition procedures is available upon request.

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## **Cultural & Linguistic Considerations**

Brandis Center, Inc. values diversity and strives to provide culturally responsive services. Families are encouraged to share information about cultural, linguistic, or communication needs so that services can be delivered in a respectful and meaningful manner. Reasonable efforts are made to accommodate language access needs whenever possible.

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## **A Final Word**

We understand that beginning ABA services can feel overwhelming. Our goal is to guide families through the process with clarity, compassion, and professionalism. We look forward to partnering with you and supporting your child's growth and development.

If you have questions or would like to schedule a visit, please contact us at [info@brandiscenter.com](mailto:info@brandiscenter.com) or (774) 241-0001.















