



# **Autism Center of Excellence Clients Guide**

**Modified on: February 20, 2024**

## **Location of the center:**

Amr Ibn Alaas St

Ulaishah - Riyadh 11564, Kingdom of Saudi Arabia

Autism Center of Excellence

## **Contact numbers with the center:**

Unified number: 920011452

## **Working Hours**

Sunday – Thursday: 7 AM – 7 PM

Saturday: 12 PM – 4 PM

## **Age group Served:**

18 Months – 45 Years old



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## **Welcome to the Autism Center of Excellence.**

A joint initiative of the Ministry of Human Resources and Social Development and Saudi banks represented by the Saudi Central Bank established the Autism Center of Excellence.

### **The Autism center of Excellence aims to:**

- Providing care in the kingdom in the best way.
- Develop and encourage useful talents with autism spectrum disorder and enhance their self-reliance.
- Contribute to conducting research studies in the field of autism.
- Provide Autism Spectrum Disorder Support and strengthening specialized capacities.
- Building a sustainable system based on an objective-oriented approach.
- Professional qualification:
- Providing a model of residential solutions for people with autism spectrum disorder.

### **Our vision:**

To be a leading national reference for services and care provided to people diagnosed with autism spectrum disorder and their families.

### **Our mission:**

By setting and implementing high-quality standards of care throughout the kingdom, we strive to ensure that individuals with autism spectrum disorders can lead productive and prosperous lives. we also aim to enhance their integration into society by promoting acceptance and raising awareness.



## **Our services**

### **Consultative session:**

The consultative session is a one session which takes one hour and this session is devoted to one of these disciplines: applied behavior analysis, speech and language therapy, or occupational therapy.

Duration: 60 Minutes (one session).

### **Interdisciplinary assessment:**

It is a comprehensive assessment carried out by a group of specialists. It covers several disciplines, namely Applied Behavior Analysis, speech and Language Therapy, And Occupational therapy, by conducting several evaluation sessions for this purpose. Such an assessment helps form a comprehensive view of the beneficiary's situation, find out his difficulties, and the goals that must be worked to achieve in order of priority. In the evaluation sessions, a complete history of the beneficiary is taken, and performance in communication skills, motor skills, sensory, self-reliance, behavior, social, emotional, and adaptive aspects are assessed, which together help determine the overall clinical condition of the beneficiary. The assessment sessions are offered face-to-face with the beneficiary. Multidisciplinary assessment includes interviewing parents, direct observation, assigning the beneficiary to certain tasks, then drawing up a treatment plan, writing a report.

Duration: 4 to 6 calendar sessions (60 minutes each session).

### **A Signal-Service Assessment:**

It is a comprehensive assessment that focuses on one of the following services: Applied Behavior Analysis, or Speech and language therapy, or Occupational therapy. This is done through two assessment sessions. These assessment sessions



are offered face-to-face with the beneficiary. The assessment of a single specialty includes interviewing parents, direct observation, assigning the beneficiary to certain tasks, drawing up a treatment plan, writing a report.

Duration: 120 minutes (two sessions of 60 minutes each).

### **Individual Therapeutic Session:**

It is a single therapeutic session, in which the following services are provided to each beneficiary individually: Applied Behavior Analysis Service, or Speech and Language Therapy, or Occupational Therapy.

Duration: 60 Minutes (one session).

### **Intensive rehabilitation program:**

It is a rehabilitation program that lasts for 15 weeks (fifteen weeks), and is provided to each beneficiary individually, and includes a number of specialties, namely Applied Behavior Analysis, and Speech and language therapy, And Occupational therapy, through a number of sessions each week as follows:

- 1- Eight individual sessions (60 minutes each) in Applied Behavior Analysis with a total of (120) individual therapeutic sessions.
- 2- Two sessions (each session is 60 minutes) of speech and language therapy with a total of (24) individual therapy sessions.
- 3- Two sessions (each session is 60 minutes) of occupational therapy for a total of (24) therapeutic sessions **Overall (168) One-on-one therapy session for the entire rehabilitation program**, At the end of the program, a progress report is submitted.



### **Rehabilitation Excellence Program:**

It is a rehabilitation program that lasts for a period of (12 weeks), and is provided to each beneficiary individually, as it includes a number of specialties, namely Applied Behavior Analysis, And Speech and language therapy, And Occupational therapy. This is done through a number of (9) sessions each week as follows:

- 1- Five individual sessions (each session is 60 Minutes) in Applied Behavior Analysis with a total of (60) individual therapeutic sessions.
- 2- Two sessions (each session is 60 minutes) of speech and language therapy with a total of (24) individual therapy sessions.
- 3- Two sessions (each session is 60 minutes) of occupational therapy with a total of (24) individual therapy sessions.

**In total (108) Individual therapy session,** At the end of the program, a progress report is submitted.

### **Academic Preparation Program:**

It is a program that is offered collectively (3 maximum beneficiaries) and includes (24) group therapy sessions (each session is 60 Minutes) in which trainings on academic skills and class routine, in addition to social skills, are provided, at an average of two sessions per week over the course of (12) weeks. **(Note: the program is not covered by medical insurance).**

### **Package Of Treatment Sessions In One Service:**

It contains (24) individual therapeutic sessions (each session is 60 Minutes), in which therapeutic sessions are offered in one of the following specialties: Applied Behavior Analysis, or Speech and language therapy, or Occupational therapy, with an average of two sessions per week over the course of (12) weeks.



### **Distance parent training program:**

Training sessions are offered to parents to be mediators in the treatment process, depending on the need of the beneficiary, whether it is in Applied Behavior Analysis, speech and language therapy, or occupational therapy.

Duration: 12 sessions (each session is 60 Minutes).

### **Intensive Behavioral Program:**

It is an intensive behavioral rehabilitation program, where Applied Behavior Analysis sessions are offered intensively per month at a rate of eight sessions (each session is 60 Minutes) in Applied Behavior Analysis four days a week for a total of (38) individual therapy sessions per month.

### **Professional Qualification:**

This is a program designed to facilitate the rehabilitation and skill development of adults, equipping them with a diverse range of professional and life skills. These skills may include, but are not limited to, office management, hospitality tasks, customer service excellence, plant maintenance, handicraft production, as well as enhancing communication abilities, self-sufficiency, and interpersonal skills.

### **Intensive vocational rehabilitation program (5 hours a day):**

A monthly program, with a total of (100) group therapy hours, and includes vocational rehabilitation services, speech and language therapy sessions and occupational therapy. This is done through a number of group sessions each week as follows:

- (23) professional qualification hours.
- Two sessions (each session is 30 minutes) of speech and language therapy.
- Two sessions (each session is 30 minutes) occupational therapy.



- At the end of the program, a progress report is submitted.

### **Non-intensive vocational rehabilitation program (3 hours a day):**

A 3-three-month program, with a total of (180) group therapy hours, It includes vocational rehabilitation services and speech and language therapy sessions And Occupational therapy. This is done through a number of group sessions each week as follows:

- (23) professional qualification hours.
- Two sessions (each session is 30 minutes) of speech and language therapy.
- Two sessions (each session is 30 minutes) occupational therapy.
- At the end of the program, a progress report is submitted.

### **Daycare Program:**

It is a program to rehabilitate and train children, adolescents and adults to acquire various skills including: communication skills, language, interaction, social communication, large and fine motor skills, reducing unwanted behaviors, independence and self-reliance skills such as using the bathroom, washing hands, dressing and taking off clothes, feeding and other skills. the program includes art classes, social and recreational activities in addition to educational and training programs for families. This program lasts (17) weeks in accordance with the calendar of day care programs provided by the Ministry of human resources and social development.





### **Our Additional Services:**

In addition to offering direct services to our clients, we also provide support services for their parents. We encourage parents to utilize these services during the waiting period for evaluation results or the implementation of direct services.

- **Hand in hand:** It is a one-session training program for parents, where we provide general information about autism spectrum disorder in addition to providing useful resources for them.

click [Here](#), To register.

- **I am training my child:** It is a 12-session training program offered through telehealth care.

click [Here](#) , To register.

[Here](#) is A list of other providers of these services located in the Kingdom of Saudi Arabia.

### **Admission and registration method:**

The center provides its services through various funding programs and adheres to the eligibility criteria and requirements specific to each program. The center is dedicated to upholding fairness, integrity, and transparency in the admission process for services and support, and this commitment is consistently applied.

### **Admission Procedure:**

The Autism Center of Excellence accepts individuals on the waiting list according to the available funding and vacancies (priority for early applicants), parents/ caregivers must submit an application for the service first, and the application must pass the eligibility conditions to benefit from the center's services.



The center reviews the application form within **7 days** of receiving it, and the admission is based on passing **Eligibility conditions, namely:**

- 1- National identity.
- 2- Recent diagnostic report of autism spectrum disorder.
- 3- A recent result of a hearing test.

**For Registration:**

Please contact us through the center's website or by calling the unified number: **920011452**.

**Insurance:** The Autism Center of Excellence receives insurance clients, including Tawuniya company, Bupa, Medgulf, Malath and others.

Please reach out to the customer and beneficiary representatives for more information on insurance registration specifics, an updated list of insurance providers, and the services included in coverage.

**Parent/customer responsibility agreement:**

Parents/caregivers have the right to participate in the treatment plan of their child, they must also be involved in the implementation stage of treatment, and the medical team must prepare a consent form for the implementation stage. In addition, parents' feedback should be listened to when preparing the treatment plan for the client.

**Policies and rights:**

**1-Customer rights:**

5. The client must be informed in advance about the service requirements, consultation conditions and financial fees.



6. The client must be informed about the estimated length of the waiting period for the assessment or the start of the service.
7. The client must be informed in advance of any change in the center's policies or payment terms.
8. The client and his family are our main clients, and our center is obliged to resolve any dispute that may occur with the third party (the payer) in the best interests of the client.

For more information, please see the client's right.

## **2-Privacy Policy:**

### **Personal Privacy Protection Act:**

All personal customer data obtained by the center is subject to the provisions and powers contained in the personal privacy protection law, and this law also guarantees the rights of customers and their parents.

### **Privacy Rights:**

The client has the right to privacy throughout his stay at the center, which means that all his personal information collected during the session and all records written in it must remain confidential, and the center has the authority to use it if it serves the client only, and disclosure of it is prohibited except in some cases stipulated by the personal privacy protection law.

To obtain a consent form to allow the sharing of beneficiary data, contact the social service department.



### **3- Absence And Attendance Policy:**

#### **Cancellation And Refund of Fees:**

##### **For Private Payment:**

In emergency situations, appointments may be canceled up to 24 hours before the scheduled time. However, appointments cannot be canceled or missed without prior notification to the Center, and cancellations must be made within a specific timeframe.

**When the beneficiary cancels the appointment before 24 hours and more:**

- 1- In case of the first cancellation: A compensatory session is scheduled during the same week or at the earliest.
- 2- In case of a second cancellation: A compensatory session is scheduled during the same week or at the earliest.
- 3- In case of a third cancellation: In case of other cancellations, the session will be deducted from the total of the selected Sessions and will be classified as a canceled session as a result, the beneficiary will not be compensated for it either by another session or by material compensation.

##### **Late Cancellation or No-Show:**

Late cancellation means that the beneficiary has scheduled an appointment and then canceled it in less than (24) hours. Absence means the client's failure to attend the appointment without notifying the Center beforehand. Repeated late cancellations or absences are subject to the provisions of paragraph 6.1.4 below.

##### **In case of late cancellation or absence:**

- 1- First cancellation: A compensatory session is scheduled during the same week or at the earliest.
- 2- Second cancellation: In case of other cancellations, the session will be deducted from the total of the specified sessions and will be classified as a



canceled session, which means that the beneficiary will not be compensated for it either by another session or by material compensation.

**Late attendance:**

In case of non-attendance of the session after its start date by 15 a minute without prior notice, the session will be canceled, and it will be classified as a canceled session, but in case of desiring to receive the service after attendance by 15 a minute, the service will be provided in the remaining time of the session and a full session will be counted.

**Stop attending the program or service:**

If the Guardian wishes the beneficiary to stop attending or wishes to terminate the prepaid program or withdraw from it, a request must be submitted to the center no later than two weeks before the last day of the service. If the second party wishes to refund the fee, the fee will be refunded according to the refund schedule attached in Appendix No. 10

**Absences and cancellations in the daycare program:**

The sessions of the daycare program are attended according to the training calendar of the daycare programs of the Ministry of Human Resources and Social Development. the client is not compensated for the sessions that he missed with or without excuse, provided that a minimum of 20 sessions in occupational therapy and speech therapy are provided during the training semester.

**Additional Provisions:**

related to the intensive rehabilitation program or the single specialization package:



All scheduled treatment sessions must be attended within 15 weeks from the start date of the service. No refunds will be made for Sessions not attended after this period. Note that the center is required to give early notice of any leave or emergency circumstances that prevent the beneficiary from attending.

- 1- If the payment was made through a third party, the refund will only be made with the written consent of the third party through which the payment was made.
- 2- In case of payment by partial payment (installments), the client is obliged to notify the center of his unwillingness to complete the program two weeks before the scheduled payment date and the amounts paid for the sessions scheduled to be provided in the paid installment will not be refunded.

### **Daycare program:**

#### **Absences and cancellations in the daycare program:**

The sessions of the daycare program are attended according to the training calendar of the daycare programs of the Ministry of Human Resources and Social Development. the client is not compensated for the sessions that he missed with or without excuse, provided that a minimum of 20 sessions in occupational therapy and speech therapy are provided during the training semester.

#### **external services:**

In case the Guardian wishes to stop the beneficiary's attendance of the program or terminate the paid service or withdraw from it, he must submit the termination request to the center at least two weeks from the date of the last service. If the beneficiary's attendance hours are less than 50% of the program duration, then less than 50% of the amount paid will be refunded, but if his attendance hours are more



than 50% of the program duration, then the remainder of the amount will be added to his balance in the program.

#### **5 -the policy followed when the client is ill:**

The interaction of a sick client with employees and other clients exposes them to infection. If another client is infected (from a sick client who came to the center and did not recover completely or did not come out immediately after the signs of illness appeared on him), it will cause discomfort to the client's parents.

Your cooperation with us is very important, in order not to be a burden to other clients and their parents.

#### **The pathological symptoms that require the client to be taken out of the center:**

- Fever: fever is defined as an increase in temperature to a degree of 38.8 or higher, by putting the thermometer under the armpit (and the client must wait at least 24 hours before returning to the center after recovering from fever naturally without any treatment).
- Diarrhea: Where liquid stool comes out with / Without Blood (whether it is a light red or dark red), In the last 4 hours.
- Vomiting: two or more times within 24 hours. Note: Please "do not bring the child to the center" if he/she has vomited at night.
- Breathing problems, sore throat, swollen glands, loss of voice, dry cough or persistent cough.
- Constant scratching of the body and scalp or lice, rashes, or any place where there is a trace of a childhood illness, including tinea corporis.



## **6- Suspension of Services:**

As the service agreement states, the clinical team must clarify in which cases it is allowed to stop the services, namely:

- 1- completion of all the client's therapeutic goals.
- 2 -the client no longer gets the benefit of this service.
- 3-The occurrence of an unsolvable critical situation.
- 4 -request to stop the services by the client or his family.
- 5- the failure of the caregiver to follow the intervention plan despite the efforts made to clarify the obstacles or in case of that the financing of services is stopped, in these cases, a plan and a final report must be submitted-in writing - to the client/ caregiver, documenting all procedures and informing at least four weeks before the services are suspended.

## **7 - Abuse procedure policy:**

If a client at the center experiences a situation-whether it is critical or not -the Autism Center of Excellence should inform, investigate and resolve it in accordance with the laws of the region for child protection. the supervisor or head of the service provider is responsible for promptly reporting any incidents that occur at the right time.

When a critical situation occurs, the Autism Center of Excellence must inform the responsible authorities (such as the Ministry of Human Resources, police, medical ambulance and human rights) through the critical cases notification system. The Autism Center of Excellence must also fill out the SIR critical cases form with the signature of the general manager of operations COO.





### **8 - Evidence-based intervention:**

The center provides interventions and procedures based on scientific evidence, and does not support any practices that may affect the client's improvement. Please see our additional services to learn more about the benefits of following scientifically based practices and the risks of following practices without scientific evidence.

### **9- Cooperation with other specialists:**

In order to provide an appropriate and effective service to the client, a behavior analyst, an occupational therapist, and a speech and language therapist must cooperate in a manner consistent with the principles of evidence-based practices.

### **10-Bilateral Relations:**

Multiple relationships may cause a conflict of interest that may harm many parties. In order to avoid these interests, the practicing team should refrain from entering into any relationship with clients or co-workers, whether this relationship is official, family or personal. The human resources department should also follow up any development in multiple relationships between clients and co-workers, and monitoring the existence of any actual relationship is handled in the appropriate way, and in case it is difficult to resolve it, they should take appropriate measures to prevent any conflict of interest in accordance with the policies, and they should develop a plan to resolve these relationships.

It is preferable to document all the actions taken with their final results.



### **11. Reward Policy:**

The Autism Center of Excellence prohibits the use of the method of incentives and rewards for clients in exchange for attendance or attracting one of the other clients. The reward is either cash, its equivalent or something of value.

### **12. Quality Of Services:**

The Autism Center of Excellence has established an ethics and Quality Committee in order to monitor ethical issues such as: customer registration and related to the facility, employee and customer.

**To contact Head of the Quality Committee:** [malramady@aceSaudi.org](mailto:malramady@aceSaudi.org)

### **13- Payment For Services:**

The center receives various payment methods, including cash, wire transfer, or installments

### **14- Local Funding Sources:**

To Register at the Community Day Care Center, which is financially supported by the Human Resources and Social Development.

Please click [Here](#).

### **15- Use of clients testimonials for the purpose of advertising to the organization**

#### **Testimonials from existing clients:**

When requesting a recommendation from existing clients or stakeholders to be used for the promotion and advertising purposes of the center, this may put them under pressure, as some of them think that they are forced to provide it, and to avoid this, employees avoid requesting recommendations from existing clients.



### **Testimonials from previous clients:**

If a recommendation is requested from a former client, the possibility of this client returning to benefit from the services provided is considered and on this basis the request for a recommendation (desirable/undesirable) is reconsidered. The recommendation must follow all applicable privacy and confidentiality laws in addition to including an accurate statement explaining the nature of the relationship between the employee and the provider of the recommendation. The client should also be informed by the staff of the center of Excellence for autism with clear and comprehensive descriptions about where and how the recommendation appeared and made aware of any risks associated with the disclosure of their private information, in addition to the possibility of canceling the recommendation at any time.

### **16-translation services:**

The autism center of Excellence is keen to ensure that visual materials and information are accessible to all members of the community and those interested in their different abilities and ways of communication (such as: using sign language or adding written text).

Translation services provided upon request!

Translation services are available upon request

Vertaaldienste word op aanvraag geleverd!

Թարգմանություն ծառայությունները մատուցվում են ըստ պահանջի

“Serviços de tradução fornecidos mediante solicitação!

Also, we are happy to provide translation services in any language you require. If you require assistance, please speak with the receptionist.

<https://www.interprefy.com>



**17-suggestions and complaints:**

To submit your suggestions and complaints regarding the service provided to you, please click [Here](#).

Or you can contact Ms. Sara Alturki- social affairs officer.

Unified number: 920011452

Ext: 6567

Mobile number: 0580261013

E-mail address: [SAlturki@AceSaudi.org](mailto:SAlturki@AceSaudi.org)

Or contact the Ministry of Health via the number: 937 or visit the Ministry of Health Portal.

Or contact the Ministry of human resources and social development via the number: 19911

Or visit their site: <https://hrsd.gov.sa/ar/urv>

**\* Please note that you can submit complaints in English to:**  
Center of Excellence for Behavioral Health (BHCOE): from [Here](#).  
Behavioral Analyst Certification Board (BACB): from [Here](#)