

OFFICE POLICY

NON EMERGENCY: 24 HOURS NOTICE

This includes vacations, pre-planned doctor's appointments, family events, parties, sports events, lack of baby sitter etc. This includes anything that is not designated by "emergency" (see below). The session must be canceled with 24 hour notice. If cancellations become excessive for non emergency purposes, then the client may lose his/her weekly slot in the therapy schedule. If the session is not canceled with 24 hours notice it will be billed at the full therapy rate and will not be made up. If your school pays for your sessions, this is not covered and the parent will have to pay the missed session fee.

CHILD ABSENT FROM SCHOOL

If your child receives services from us at his/her school or day care center and he/she is absent, it is **YOUR** responsibility to notify this office first thing in the morning. If you know the evening before that your child will not be in school the next day, it is imperative that you notify this office **PRIOR** to the therapist showing up at school/day care. Failure to notify this office may result in:

1. If your school pays for your sessions, this is not covered and the parent will have to pay the missed session fee.
2. The missed session will be billed at the full therapy rate and will not be made up.

EMERGENCY: CANCEL BY 10AM

Emergency cancellations are due to illness, death in the family, or illness of a family member. These sessions must be canceled by 10am on the day of the therapy slot. If your child does not go to school, you should call first thing in the morning to report the illness. It is understood that on some occasions children are sent home late in the day. If this happens on occasion beyond the family's control, you will not be billed. If your school pays for your sessions, this is not covered and the parent will have to pay the missed session fee. Please do not bring your child with a fever, strep, diarrhea, vomiting or any highly contagious illness. In general if they are too sick for school they are too sick for therapy. Please call before 10am to avoid a fee.

INCLEMENT WEATHER: CANCEL BY 10AM

If we close, it will be listed on News 12. You have to go to channel 612 to check or check on News12.com. You do not have to be a Cablevision subscriber to log on. It is understood that some clients may live far away, and while the office may not be closed, you may chose to stay home with your child. In this case you must follow the procedure for EMERGENCY cancellations, and call by 10am that day if you think you would prefer not to travel or you will be billed.

PLEASE SIGN THAT YOU FULLY UNDERSTAND AND ACCEPT THIS POLICY AND KNOW THAT IF YOU DO NOT FOLLOW THESE RULES YOU WILL BE SUBJECT TO FEES.

Name of Client: _____

Parent/Caregiver Signature: _____