

Notice of Changes

Changes to all policies and to impending changes in a client's treatment status will be provided in written form (email, snail mail, and/or on paper in person) 1 week prior to their implementation

Payment

- All payment is ultimately the responsibility of the client's family.
- All payment is **expected in a timely manner**.
- Failure to provide payment in a timely manner (within designated time frame) will result in a **\$10 fee**.

Tardiness

- If you arrive more than **15 minutes after the beginning** of your appointment time for **more than 15%** of your sessions, you will be charged a **\$25 fee** for each additional tardiness.
- If you return more than **5 minutes** after the end of the treatment time you will be charged a **\$25 fee**.

Attendance

- If your child has a fever or is vomiting please cancel your session.
- An **80% attendance rate** is required. When a client reaches an attendance rate below 85% a contingency plan form will be completed; this form provides several options for future cancelations, including:
 - Providing a doctor note to account for chronic absences.
 - Paying a fee of \$80 for each future absences that cannot be rescheduled.
 - Attending one or more make-up sessions (subject to clinician availability).
 - Discharging from treatment and returning to the bottom of the waitlist.
- A client with a **70% attendance rate** (or lower) **will be discharged** and placed at the bottom of the waitlist.
- A family is allowed **3 "No Show – No Contacts"** before the child will be discharged and added to the bottom of the waitlist.