



PARENT POLICIES AND PROCEDURES

- If you are not going to attend your scheduled therapy session for any reason, please call the office or your therapist directly.
- After your second no-show and no-call, you will be charged for the session (\$20). After three no-shows without a call, your child's slot can be given to another child.
- Please wait in the waiting area until your child is called by his or her therapist.
- If a parent requests to watch therapy, understand that only one parent will be allowed back at a time. For safety and liability reasons, siblings or other children are not allowed in the treatment area at any time.
- You are welcome to leave the clinic while your child is in therapy; however, please be back by the time your child is scheduled to leave. Please don't postpone another child's session.
- Children under the age of 10 are not allowed in the waiting area without a parent.
- If your child is too sick to go to school or preschool, they are too sick to come to therapy. Please call and cancel your session.
- If your child has a fever, or has vomited or had diarrhea in the last 24 hours, please call to cancel your session.
- If your child requires any equipment for therapy (AFOs, shoes, PECS, AC Device), please make sure that your child is equipped with those items when you bring them to the clinic. Therapy is often ineffective without these items.
- It is your responsibility to inform us of any changes that will affect the care of your child (PCP changes, funding changes, etc...).
- If you are unable to transport your child to and from therapy, it is your responsibility to arrange for transportation services. Please see attached information about transportation services that you can access.