



210 Porter Drive, Suite 200  
San Ramon, CA 94583  
60 Fenton Street, Suite 2  
Livermore, CA 94550

925-743-3322

## Attendance Policy

**Please be advised of the following office information. While this policy may seem rather rigid it protects your child's privacy, maintains a quiet and safe therapy session, helps to shield your child and the therapist from infectious diseases and keeps the schedule flowing smoothly. This consistency assists greatly in facilitating optimum levels of progress. Failure to comply with this policy may result in a loss of your weekly session which will be communicated to you in writing.**

— Illness: In the event of illness, the Client will contact Language Essentials 24 hours in advance if possible. Language Essentials understands that there may be an occasion when there is an emergency, and these situations will be decided on a case by case basis so as to not allow for abuse of the policy.

- Please cancel if your child has:
  - Fever of 100 degrees or higher
  - Diarrhea / vomiting

- Uncontrollable cough
- Conjunctivitis (Pink eye)
- Contagious Rashes

Client must be fever free for 24 hours prior to scheduled session

### **Please Initial Each of the Following:**

— Schedule Conflict: In the event of any other scheduling conflict (i.e. vacations, school events, etc.), the client will contact Language Essentials at least 72 hours in advance. We expect a commitment to the process of speech-language therapy. Therefore, please consider scheduling other appointments around your or your child's therapy time to keep a consistent schedule.

— Makeup slots: We offer makeup sessions, as it is in the client's best interest. Makeup slots are offered for illness, holidays and pre-arranged vacations. Makeup slots may include the client seeing another therapist, as Language Essentials believes that consistency in therapy is the most important component to meeting goals. Makeup sessions are not offered when there is a violation of the cancellation policy. For example, if you are charged for a no show, we will not reschedule that visit. **Makeups must be attempted for all holidays, vacations and cancellations for both the client and the therapist.** Each client attending weekly sessions, and the therapist, is entitled to 2 weeks vacation a year without makeups. All other sessions will be recorded in the Client's file, and if makeups are not completed this is considered a violation of

— the policy.

— Tardiness: If clients are late, they only receive therapy for the time slot they have been assigned. For example, if a client arrives at 3:45pm for a 3:30pm appointment, we will still end at 4:15. Please be on time for your session to assist in maximum progress.

- Charges for No Shows: Appointments missed without the required cancellation notice or late notice will be billed to the Client at the following rates:
  - 1<sup>st</sup> time: \$75.00
  - 2<sup>nd</sup> time \$100.00
  - 3<sup>rd</sup> time \$125.00 and you will be discharged from services.  
*This fee must be paid before the next scheduled session. Refusal to pay the fee will lead to discharge.*
  
- If the Client exceeds a cancellation rate of 20% or greater in a three month period, you will receive a written warning that your scheduled timeslot is in jeopardy, this is particularly true if you do not schedule and attend make up sessions, which may be with another available therapist.
  
- Extended Vacations: Language Essentials allows 2 weeks consecutively for vacations, in the event your family will be out longer than the allowed time you/your child will removed from the schedule and placed on the waitlist when you return. If you choose to hold your weekly scheduled time, you may provide payments equivalent to regularly scheduled sessions for each missed session with a credit card on file.
  
- Vacations and Holidays: Language Essentials does not maintain the same schedule as a public or private school, so please do not assume that because your child’s school is closed, that your child does not have speech therapy. If in doubt, please call the office to verify. Makeups and alternative scheduling are available for most holidays and vacations. Any client taking a vacation for more than 2 consecutive weeks will forfeit their scheduled timeslot. In addition, if you observe religious holidays, it is expected that sessions be made up, with scheduling planned 2-3 weeks in advance. Failure to notify the office of a vacation will result in strict enforcement of the cancellation policy. We will close for most major holidays, but not all federal holidays (ex. Columbus Day.) If you are in doubt, please ask at the front desk. Notices are posted at the front desk as well.
  
- Discontinuation of Services: If you plan on discontinuing services for any reason, ***you must give this office a minimum of 4 weeks’ notice or you will be billed for the missed sessions.*** A discharge report will be prepared free of charge if you have been up to date with payments, and give this office the required notice.

**I, as the financially responsible party, have read this policy in full and understand its contents. By signing below, I express my agreement to its terms and acceptance thereof.**

\_\_\_\_\_  
Signature of Client  
(Party responsible for payment)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date