



ATTENDANCE POLICY

We are so grateful for the opportunity to serve your child. In order to ensure that we are using our time and resources as efficiently as possible, our practice requires that all clients abide by our attendance policy. Each time a client misses an appointment without providing proper notice, another client is prevented from receiving care. Please review the following policies below and sign to indicate you understand and agree to abide by these policies.

The Importance of Regular Attendance: In order to remain on our weekly schedule, we ask that your child attend at least 75% of their appointments over an 8-week period. Attendance that slips below 75% is creating significant disruption in your child's treatment plan. If your child is unable to maintain this percentage, they will be removed from our weekly schedule. We understand that life gets complicated and priorities change. If your family is going through a transition time, planning for an extended vacation, or if your child is experiencing a health condition or needs a medical procedure that requires frequent or extended absences, we are happy to pause services until your family is able to commit to regular attendance once again. We are also happy to adjust your appointment time and day, if needed, to better suit your schedule.

Late Cancellations: Please give us as much notice as possible if you know your child will be unable to attend their session. With appropriate notice, we may be able to offer that appointment time to a child on our waiting list. A 24-hour notice is expected, with the exception of extreme circumstances. We understand that emergencies happen and children come down with illnesses quickly. When an appointment is canceled within 24 hours of the appointment time, but BEFORE the appointment has started, we consider that a "late cancel." We allow 2 late cancels per year, to help account for unforeseeable circumstances. More than 2 late cancels, without a valid reason, will result in discharge.

No Shows: Appointments that are missed without any notice, not canceled with a 24-hour notice or that do not meet "late cancel" criteria are considered a "no show." 2 no-shows will result in discharge.

Tardiness: Please be on time for your session. Late arrivals cost your child valuable therapy time. We often have sessions scheduled back-to-back, and in order for us to stay on schedule, we must start and end on time. *If you are more than 7 minutes late to your appointment, your session must be canceled or rescheduled.* 2 cancellations due to tardiness will result in discharge.

Late Cancellation/No Show Fee: A \$25 late cancellation/no show fee will be charged for appointments that are not canceled with proper notice, according to this policy. Our office will charge the credit card on file. If no card is available, the fee will be due before the next scheduled session.

If you need to cancel your session, please call/text your SLP directly, or call our office **(336) 837-4222**.

Parents/caregivers are required to remain on property during their child's session. If you do not wish to remain in the office, you may remain in your car or the parking lot, but may not leave, even to run a brief errand. Noncompliance with this policy will result in discharge from our practice.