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CLINIC POLICIES

These policies are designed to maintain the stability of the clinic as well as the health, welfare, and safety of our clients, clinicians, and staff.

ATTENDANCE:

- Clients will make every effort to be present and on time for each appointment.
- Clients will provide at least 12 hours' notification if they must miss an appointment. ***PLEASE CALL YOUR CLINICIAN TO CANCEL AND RESCHEDULE SESSIONS.***
- Clients may be charged a 'No Show' fee of \$40 if they do not attend an appointment and do not cancel it.
- Clients will be terminated from services at Communication Works if there are more than three 'No Shows'.
- Clients may be terminated from services at Communication Works for inconsistent attendance.

HEALTH/WELFARE:

- If you, your child, or an accompanying sibling is ill (in the beginning stages of a cold, has had diarrhea, a fever, or vomited in the past 24 hours), please cancel and re-schedule your session. We would like to keep everyone associated with the clinic as healthy as possible!
- If your child has had a bad day to the extent it is likely to affect cooperation during therapy, please notify the clinician so she can adjust accordingly. In some instances, it might be appropriate and advisable to cancel and re-schedule the session.
- If your child's behavior results in minimal therapy or a mutually-agreed-upon shortened session due to behavior management issues, you will still be charged for the clinician's time and efforts.
- If you are coming to the clinic directly after school or right before a meal time, please provide your child with a snack and drink prior to therapy so growling tummies do not interfere with the session!

SAFETY:

- If younger/older siblings accompany you to therapy sessions please ensure they remain with you at all times, use quiet voices, and are not disruptive to the operation of the clinic or on-going sessions.
- If you leave during your child's therapy session, please ensure that the clinic has a number where you can be reached, and plan to return at least 5 minutes before the end of the therapy session.

WEATHER:

- If Lincoln Public Schools closes due to bad weather, Communication Works will also close. All appointments will be canceled. Please listen to local radio and TV announcements for information on weather-related closings. Communication Works *will not notify* each client individually.