



Childhood Language Center

PROGRAM AGREEMENT

CLIENT NAME: _____ LAST FOUR OF S. S. # _____

Attendance:

If therapy is recommended and agreed to by the client's family, **compliance with the following Program Agreement is expected. The Center will expect that attendance does not fall below 75% during a three month period.** Vacation time will not count against the client's attendance if discussed in advance. Consideration will always be given if the client is ill or if the person normally escorting client is ill and advance notice is give. Transportation problems will also be considered. However, excessive absences for any reason, will place the client back on the waiting list until more suitable arrangement can be made.

Though we provide allowances for cancellations, we cannot allow **No Shows**. This is defined as a missed session without prior notice given to therapist either on or before the session date. We allow 24 hours from the time of the appointment to notify us of the reason for your missing. Our policy is 1 No Show = a verbal warning, 2 = a written warning, 3 = discharge without question.

We ask that you arrive on time for therapy, no earlier than 15 minutes. Lateness reduces the amount of time your child will receive therapy for that session and will be documented in your file. **Three late arrivals, of more than 10 minutes each, will constitute a No Show and will be documented as such in the main file.** Six late arrivals will warrant a Warning Letter, and 9 late arrivals will warrant a discharge without question. If you are discharged from our services for **NO Shows**, you will not be permitted to receive services in the future at the Childhood Language Center (CLC).

If you need to discuss something with your therapist, we ask that you do so at the beginning of your child's session. Since therapists often have back-to-back sessions, they cannot take time after a therapy session to discuss client concerns without either taking time from another child's session or being late to close the building. Please help your therapist by being ready to exit the building promptly after your session.

Observation/Parent Education

It is the policy of the Childhood Language Center (CLC) that the person/care-giver accompanying the client must remain in the building during the therapy session. There are no exceptions to this rule. If one adult is bringing a child to a session and another is going to pick them up, at least one of the adults must be in the building during the child's session.

Your presence in the observation room is highly recommended so that the newly learned skills can be carried over into the home and social settings. This will also ensure prompt attention in the event a medical emergency should arise.

In an effort to raise funds for the CLC, periodic tours of the facilities are given. Prior to tours, guests are educated about our Privacy Policy and sign a Confidential Agreement. Therapy will not be disrupted by these tours, but guests maybe invited to observe some sessions to better demonstrate the work that goes on at our clinic. I give _____, do not give _____ permission for tours to take place during my child's, _____, therapy sessions.

The last five minutes of therapy will be reserved for questions and parent discussion regarding the session. If you need more than 5 minutes to discuss a matter, please notify your therapist prior to the session as our time is planned ahead, either for planning or another session.

Conduct on the Premises

As well as being on time, we must request that you remain with your child in the designated waiting area until time for your child's therapy session. As a child oriented facility we realize that children are often active. However, as parents/and or care-givers, you have a responsibility to manage your child's behavior. If you are unable to control your child's (children's) behavior and disruptions occur repeatedly, we reserve the right to terminate your child's (children's) treatment. Cooperation means we can continue to meet the needs of your child (children) with the highest quality of care.

In addition, siblings cannot be left alone in the building under any circumstances.

Illness:

We ask that if your child has had a fever, discolored nasal drainage, rash, sore throat, diarrhea, vomiting **within the past 24 hours**, or you suspect he/she is contagious with a childhood disease, please cancel his/her session as a courtesy to the other children at the Childhood Language Center and your child's therapist.

Photographs

I do _____, do not _____ grant permission to the Childhood Language Center, its directors, officers, agents, or employees to photograph my child _____ and to use such photographs or any photograph which we provide to the Childhood Language Center for publicity purposes as the Language Center may deem appropriate. In using such photographs, it is understood that our child will be identified by first name only.

Reports

A written evaluation report will be given to the client's family as soon as it can be written and typed. Periodic reports of progress will also be written and given to the client's family. These reports will list goals accomplished or the need for further concentration of particular goals set at the time of evaluation or on periodic report.

University Program

The Childhood Language Center, Inc. participates with local colleges, universities, and interested volunteers in allowing observation and assisting experiences within the Speech Pathology setting. This community service allows interested persons to gain information about our Center, about speech pathology techniques and professional roles and responsibilities.

Many of these persons are considering careers in this area, and this service helps them to make early decisions regarding their career path.

These students/volunteers are counseled prior to their observation and/or therapy assisting activities regarding confidentiality of client information, and agree to abide by the Childhood Language Center, Inc. policies on confidentiality as part of their observing and assisting experience.

In addition to observing, the graduate students often deliver therapy to the clients under close supervision of a certified speech/language pathologist. The students are counseled by your current clinician as to how to work with each child. This is a part of the student's training to obtain their master's degree in speech-language pathology.

Clinic Closings

In the past, we have followed the Kanawha County Schools (KCS) schedule for closings. However, we are making some changes, so please make note of these. **We will no longer be closed on ISE and OSE DAYS, UNLESS OTHERWISE NOTIFIED.**

Regarding holidays, see our monthly calendar or the Center News board in the waiting area for closures. We will observe KCS inclement weather policy. For a 2 hour delay, we will open at 10:00 a.m. and for early dismissal we will close at 2:00 p.m. If the schools are closed, due to weather, the Childhood Language Center is also closed. Please be sure to check your local TV/ Radio Station for Kanawha County Schools schedule for inclement weather prior to leaving for your appointment

Your signature below indicated your acknowledgment and acceptance of the terms stated above.

Client Name

Parent/Guardian

CLC Staff Member

Date of Conference