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www.actwc.com

POLICIES & PROCEDURES

Cancellation and No-Show Policy:

With the exception of emergency or illness, we require a 24-hour notice of cancellation of a scheduled appointment. Abilitations Children's Therapy & Wellness Center will charge a \$45.00 fee for no-show appointments. This fee is not billable to your insurance companies. Consistency and continuity are essential in your child's progress. Please help us serve you better by keeping your appointments.

Therapy Appointments/Waiting Room:

You are welcome to join your child in his or her therapy session or wait for your child in our waiting room. Therapy sessions are 30 to 45 minutes in length. The last 5 minutes of each treatment session is used for documenting child's session and consulting with you about your child's progress. We ask that you remain on the premises while your child is receiving therapy in case of emergencies and in order to keep our scheduled appointments running on time. Please sign in at every therapy appointment and include a contact phone number. Children cannot be left unattended in the waiting room. Small children shall be escorted to the bathroom located in back of facility. We are a peanut free environment.

Infection Control Procedures:

In order to control infectious diseases among our staff and other children that are treated at Abilitations Children's Therapy & Wellness Center, patients will not be treated and will be advised to seek medical care when they have:

- A fever greater than 101°.
- Sore throat
- Undiagnosed rash or contagious rash
- Impetigo
- Upset stomach
- Diarrhea
- Conjunctivitis
- Or other contagious disease

Wounds must be covered with a bandage at all times.

Our facility has policy regarding active lice in that children may not return to therapy until they are properly treated for head lice.

Inclement Weather Policy:

Abilitations Children's Therapy & Wellness Center's two owners make all decisions regarding closing or delayed openings due to snow or inclement weather. In the case that we close early due to weather conditions, ACTWC will attempt to contact you regarding your child's appointment for that day. If you have not heard from our office and have questions regarding your child's appointment on a day of inclement weather, please call the office before coming to therapy. Please check our website and our Facebook page for most current updates on closures (www.actwc.com).

Safety guidelines:

In order to maintain a safe working environment we do not permit your child (or child's siblings) to play on any therapy equipment including swings, balls, slides in the treatment areas unless under the direct supervision of his/her therapist. We want our space to be a fun and injury-free zone!