Session Policy

Session times at S.M.I.L.E.S. Integrative Therapy Services, LLC ("S.M.I.L.E.S.") will be established at the time of evaluation or shortly after. All sessions are 50 minute sessions unless otherwise established.

Should a parent not attend the session (as most do not) they are to be back to the therapy room after 45 minutes. For example, if your session is at 3pm you should be back in the therapy room no later than 3:45pm. This will allow time to provide an update on the session and any small tasks to work with at home.

If a parent has information to share or questions to ask this should be done at the beginning of therapy or by returning earlier than 5 minutes before the end of the session. It is important to not be late. Please reefer to the updated late return policy included in this packet.

If a patient is late for a session the time missed is forfeited. If a patient is later than 20 minutes then the session may be considered cancelled and is subject to our cancellation policy. Sessions will not be extended to accommodate a late arrival. Please provide yourself with enough travel time to consider traffic delays and ensure maximum time for your session.

Periodically, due to the intense nature of certain sessions, the therapist may at her/his discretion run the session long. If this occurs then the time missed will be awarded. S.M.I.L.E.S, asks that each family be patient and considerate of the time of others. Understanding is also requested as feeding therapy sessions are very difficult for children.

Caregivers are permitted to run errands or take care of personal business during sessions they have not otherwise been required to be present. It is the caregiver's responsibility to ensure that they are present to pick up their child by 15 to the hour or 15 after the hour depending on start time. If the caregiver is late 3 times in a 6

month period, then they will not be allowed to leave the premises during sessions. If the caregiver is on premise and out in his/her vehicle, it continues to be their responsibility to return to the therapy room at the times stated above. If this becomes an issue then the child may be dismissed from therapy at the sole discretion of S.M.I.L.E.S.

It is important to vacate the therapy space at 10 minutes to the hour or at 20 minutes after the hour depending on when your session began. It is important that if a parent chooses to leave the premise they must return at the correct time. This is a courtesy to all other families as everyone deserves to have the same consideration. It is for the safety of your child as sanitizing of the space has to happen between each session. It is important to not enter the therapy room no earlier than 5 minutes before your start time and preferably not until it is your time for therapy to ensure that surface areas have dried appropriately from cleaning.

Thank you for your cooperation with this matter. Adhering to the policy will ensure that each child and family receives the best service during their time.