



To All Parents,

We would like to take this time to thank you for allowing us to be involved with your family. We appreciate your support and hope that we are truly enabling your child to achieve his or her best potential. We are always open to your comments and suggestions and would like to hear your ideas.

As you all know, we try our hardest to provide state of the art therapy with the fewest financial worries to you. Our first concern is that every child receives the care they need regardless of their family's financial situation. However, recently we have had numerous scheduled therapy appointments when a child did not attend and did not cancel. Because of this situation we are having to begin the following new policies.

Cancellation Policy

We are requesting that whenever possible, schedule other family appointments on a separate day from your child's regularly scheduled appointment. Please also try to give us at least 24 hours notice for a cancellation whenever possible. Unfortunately, we will no longer be able to save therapy times when you cancel 50% or more of your scheduled appointments in one month or if you miss 3 therapy sessions in a row without canceling.

Snow Policy

If District 11 is closed for the entire day, we will not be open until 1 p.m.. If District 11 is on a delayed opening, we will be open for regular business hours unless you are otherwise notified.

Illness Policy

If your child is showing signs of illness (i.e. nausea, vomiting, diarrhea, green/yellowish nasal discharge, fever, cold sores, etc.) please cancel their appointment. This really helps to keep us all healthy and the little babies safe. We will try to re-schedule for a later date. We appreciate your cooperation in this matter, which will benefit all of us.

Waiting Room Etiquette

Keeping your children entertained in the waiting room while waiting for therapy to start or after therapy is important. Please be courteous to other children / parents and clean up the toys you are using after you leave the waiting room. If your child has placed their mouth on any toys, please remove that toy from the waiting room and place the toy in the sink in the hallway.

Thank you!