



# THE EDUCATIONAL THERAPY CENTER OF PRINCETON

## PROCEDURES

Welcome to our practice! We are passionate about the work we do and believe that consistent, intensive work with your child and clear, open communication with you are key to our success. To this end, the following procedures have been put in place to ensure that we are able to meet the goals we establish for your child.

### 1. SCHOOL-YEAR LESSON SCHEDULING (SEPTEMBER - JUNE)



#### MINIMUM WEEKLY HOURS

In order to have both the consistency and intensity imperative to our success, it is important that students attend a minimum of four hours per week. Most of our students attend two 2-hour sessions each week.



#### SIGN-UPS & RESERVATIONS

School-year sign-ups begin on the first day of our summer session (usually the third week of June). Lesson slots are always reserved in the order in which they are received. Reserved slots are firm until our office opens for the school year in mid-September but may be adjusted (subject to availability) during or after our first week of fall lessons.

### 2. SUMMER LESSON SCHEDULING (JULY- AUGUST)



#### SUMMER HOUR REQUIREMENT

Students enrolled in remedial lessons must attend a summer program comprised of at least 56 total summer hours. We will make specific recommendations for each student's individual summer program during spring conferences.

*Please see summer info packet for more information.*

### 3. TUITION POLICIES

#### PAYMENT OPTIONS

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We accept all major credit cards. All tuition payments are nonrefundable.

#### PAYMENT TIMING & RECEIPTS

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**September:** This payment is charged at the time of your school-year reservation. It secures your preferred lesson slots and serves as September's tuition.

**October-June:** School-year tuition is charged monthly. Credit card payments are automatically charged during the last week of the month for the upcoming month. A receipt will be provided via email after each payment. No tuition is charged for predetermined office closures.

**July-August:** Summer tuition will be divided into three payments: 1/3 of the balance due will be processed at the time of reservation, 1/3 during the last week of June, and 1/3 during the last week of July. All tuition is nonrefundable.

#### INSURANCE & HSA

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Unfortunately, as of now, medical insurance does not cover Educational Therapy. However, specific eligible diagnoses (provided by a licensed medical professional or licensed psychologist) could make our fees tax-deductible under medical expenses. As a result, these same diagnoses also often allow our fees to be covered under non-reimbursed medical expense plans (e.g. Health Savings Accounts). Consult your accountant for more detailed information, as we are not qualified to give tax advice. If needed, we are happy to include a predetermined applicable diagnosis on your receipts.

## 4. RESCHEDULING

The one-on-one nature of our lessons and the importance of consistent lesson attendance necessitate a limited rescheduling policy. Still, we know that schedule changes and illnesses can occur. As such, we have put the following rescheduling procedures in place:


### *SCHOOL-YEAR..*

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-  School-year lessons may be rescheduled if requests are submitted via email two full weeks (14 days) prior to the date that needs to be rescheduled.
-  Monthly tuition is charged based on your child's predetermined schedule and our office closures. When lessons are rescheduled, tuition is not reduced.
-  When notice of rescheduled lessons is given via email, please provide us with some options of other dates and times that will work for make-up lessons. Rescheduling is possible during any of our available office hours (8am-8:30pm, Monday - Thursday).
-  Ideally, rescheduled lessons should be made up within the same month so that we can maintain the continuity of your child's program and ensure continued progress. If making up the lesson within the same month is not possible, the rescheduled lesson time will be saved for up to 90 calendar days or until the end of school-year lessons, whichever comes first. All unused rescheduled time will be forfeited after 90 calendar days or at the end of the school year. Unused time cannot be carried over into summer.
-  One last-minute rescheduling or missed lesson is permitted per school-year month. This last-minute cancellation may be made up in accordance with the above outlined procedures. All other missed lessons or last-minute cancellations will be forfeited.

### *SUMMER..*

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-  Rescheduling of any kind (including last-minute rescheduling) is not possible during our summer session.

## 5. WEATHER-RELATED CLOSINGS

We will close our office if weather-related conditions make travel to our office unsafe for our students or our staff. Parents will be notified by email or text about any weather-related delays or closures. Tuition will not be reimbursed due to weather or emergency closings, but the missed lesson time will be rescheduled in accordance with the procedures outlined in the "Rescheduling" section above.

## 6. PROGRESS MONITORING

We constantly monitor our students' progress to ensure that they are working within the zone of proximal development. Additionally, we frequently measure our students' progress using various norm-and-criterion referenced tests.

### *PARENT UPDATES...*

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- Open communication is vital to our students' success. If you would like to receive a brief progress update after each lesson, please arrange to arrive at the office ten minutes before the conclusion of your son/daughter's session. We will gladly utilize these ten minutes to provide you with a lesson summary, detailing the work accomplished that day.
- In-person conferences (ideally with all guardians) occur twice a year (once in November/December and once in March/April), free of charge. If, at any time, you feel you need to discuss your child's progress, an additional conference (phone, virtual, or in-person) can always be arranged.

## 7. CASE MANAGEMENT

As educational therapists, we are qualified and pleased to provide case management services. These services include providing advocacy on behalf of your child and/or collaborating with other therapists, teachers, and school allied professionals.

### *ASSOCIATED FEES...*

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- If case-management advocacy entails in-person meeting attendance (IEP meeting, conference with therapist or teachers) this time will be prorated and a fee of \$200 per hour (travel time will be included) will be charged.
- Similarly, phone conferences with pertinent allied professionals that exceed 15 minutes will be prorated and a fee of \$150/hour will be charged.
- Specifically requested written reports or letters (in addition to any written correspondence/ progress updates we provide) are a flat fee of \$200.

## **8. CESSATION OF LESSONS**

During our initial evaluation meeting, we will outline and discuss a projected program plan and timeline for your child. Lessons will proceed accordingly unless you notify us that you must stop lessons or decrease the amount of scheduled lesson time before this agreed-upon plan concludes. In this case, please provide us with one full month's (30 calendar days) written notice so that we can ensure the completion of the current instruction.

## **9. GUARANTEE OF SERVICES**

We will strive to achieve all the goals that we set for your child. Though we cannot guarantee improvements, your satisfaction and your child's success are of the utmost importance to us. To this end, please always contact us with any questions or concern.

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Thank you for taking the time to review the above procedures. We are excited to begin our work with your child, and we are looking forward to a positive, collaborative relationship with you during this process!

**-SARAH GAITENS & ERIN ELLIS**

Founding Partners

# ETCP PROCEDURES AGREEMENT

*Please sign and date below in agreement with the ETCP's procedures. Keep this document for future reference. Please return this page to us as soon as possible. Thank you!*

## **PARENT OR LEGAL GUARDIAN #1**

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

## **PARENT OR LEGAL GUARDIAN #2**

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_