



ATTENDANCE POLICY

To ensure that each child has the opportunity to maximize treatment, regular attendance is required. Please carefully read our policy regarding missed appointments.

No Shows

- Understand that No Shows (Parent not being home, parent not bringing child to appointment, parent not showing for assessment) will result in **No Show penalties** as outlined in the *Financial Policy*.
- Understand that if a parent is **15 minutes late** to an appointment without notification, the behavior technician has a right to end the appointment and report the incident as a No Show.

Cancellations

- Understand Jacob's Promise will make every effort to notify families at least 1 week before any scheduled appointment that he or she will be absent. When possible, an alternate behavior technician will be assigned to cover the appointment. If a substitute behavior technician is unavailable, the appointment will continue when the behavior technician returns.
- **Must cancel an assessment appointment 24 hours in advance to avoid penalty.**
- **Must cancel a therapy appointment by 6:00pm on the day prior to the scheduled appointment to avoid penalty.**
- **Parents should call our office to cancel an appointment** and leave a message if there is no answer. Voice mails will be honored as a proper cancellation. **Parents may not cancel sessions through communication with a technician or supervisor.** All scheduling including cancellations must be communicated through our office phone number.

Service Termination

- **Understand that if a payment is not received by the indicated due date, that Jacob's Promise will terminate appointments with or without notice** and the behavior technician will be notified of the cancellation and will not show until payment is received.
- Understand that **the parent's role is essential for treatment** and that time is of value, therefore, if a parent is excessively late, or has excessive cancellations that the president of Jacobs Promise reserves the right to permanently terminate services. Parents will receive a *Pre termination Letter* outlining an action plan before the decision is made to terminate services.
- If attendance continues to be an issue after receiving the *Pre Termination Letter*, Jacob's Promise will terminate services and give the parent a *Termination Letter*. No refunds will be given during the time of termination. Jacob's Promise will work with the parent to get the learner transferred to another health care practitioner id requested.

Inclement Weather Closings

- Jacob's Promise is a private entity and **does not follow public, private, charter schools, or Federal Government decisions regarding delayed openings, early closing, or full-day closures.**
- Parents may contact Jacob's Promise directly for information about cancellations.
- In the event of emergency weather closings, Jacob's Promise will send notification of cancellations to the primary email on file.
- Any appointments missed will be not be refunded but will be credited towards a future appointment.