

UK Pediatric Therapies Expectations and Attendance

Effective Immediately

Arrival:

Upon arrival, please stop at the front desk to sign your child in and verify insurance. Families must wait in the lobby prior to their child's scheduled appointment. Your child's therapist will escort your child to treatment at your scheduled appointment time.

Therapy equipment is only to be used in conjunction with a therapist during a therapy session. Children or other family members *may not play in the therapy gym* while waiting for their treatment session to start.

On campus:

A parent or guardian must **stay on the premise during therapy sessions.**

Siblings must remain with the parent or guardian during treatment sessions. Siblings or other children present, not enrolled in therapy, *may not play in the gym, on the therapy equipment, or outside on the playground.*

Please be mindful that other children/families are also engaged in treatment during these times. We ask families to refrain from being on their cell phone during a treatment session. Talk to your provider before taking pictures in the gym and be mindful of other children present. You may not video or film other children in treatment.

Families or guardians may observe their child's therapy session either with their child and therapist, or via the observation cameras located in the front office.

CDCB and UK Pediatric Therapies is a peanut free campus. Please keep all food and beverages in the front lobby and refrain from bringing foods containing peanuts into the building.

CDCB and UK Pediatric Therapies is a smoke free campus. Smoking is not permitted on campus.

If a child receiving therapy exhibits extremely aggressive behavior, that could endanger themselves or others, UK Pediatric Therapies has the right to suspend services until the extreme behavioral concerns are resolved.

Families, caregivers, and guardians are expected to demonstrate appropriate behavior on campus. Behavior that could result in dismissal of services include, but are not limited to: vulgar language, aggressive behaviors and/or aggressive tones, and/or consumption of alcoholic beverages or use of illegal drugs on campus.

Closing and Delays:

In the event of inclement weather, we follow the University of Kentucky's schedule. Please tune into LEX-18 or WKYT-27 or the UK Pediatric Therapies Facebook page for up-to-date information.

Attendance:

If you are unable to attend a scheduled therapy session, please call 859-218-2322 to notify the front office. Please call 24 hours in advance to provide notification of a cancellation with the exception of emergencies and unforeseen illnesses. Cancelled appointments may be rescheduled as your child provider's schedule allows.

In order to best serve the needs of your child, UK Pediatric Therapies requires both regular attendance and arriving on time for your appointments.

Tardiness may impact the quality and length of therapy visits. If you are running late, please call the front office to notify your provider.

If you arrive more than 10 minutes late after a scheduled appointment your session will be shortened. Your therapist may determine you should reschedule your therapy appointment. After a consistent pattern of late arrivals, UK Pediatric Therapies reserves the right to discharge the child from therapy.

Families who *exhibit a pattern of cancellations and/or no shows* (less than 75% attendance) may be discharged. Two consecutive no shows may result in the discontinuation of therapy services. At time of discharge for attendance, you may request to have your child placed on the therapy waiting list. UK Pediatric Therapies cannot guarantee your child will have their original therapist or appointment time.

Please call to cancel your child's appointment if you, your child, or anyone accompanying you to treatment exhibit the following:

- A fever of 100° F or over
- An infectious or communicable disease or illness (i.e. the flu, strep, or chicken pox)
- Vomiting
- Diarrhea
- Obviously ill or not feeling well
- Mouth sores
- An unexplained rash
- Pink or red conjunctivitis (pink eye)
- Head lice or nits

Failure to comply with these policies can result in dismissal from services.

**Acknowledgement of reading and receiving expectations and attendance policy
(Turn this page in with the packet)**

I have read the above policies. By signing below I agree to abide by the statements listed in the Expectations and Attendance Policies. I understand any violation could result in suspension of services for my child.

Patient Name

Parent or Guardian Signature

Date