



600 Waukegan Rd, Unit 132
Northbrook, IL 60062
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kidnectivity.org

Center Policies

Illness Policy: Therapists interact with many children and families throughout the week. Many of these children have compromised immune systems. Therefore, in order to protect your child and others from being exposed to infections and contagious diseases, please cancel your therapy session if you child has any of the following: (1) Fever along with behavior change or other signs of illness; (2) Diarrhea (runny, watery or bloody stools); (3) Vomiting in the last 24 hours; (4) Body rash with fever; (5) Sore throat with fever and swollen glands; (6) Eye discharge- thick mucous or pus draining from eye, pink eye; (7) Head lice or nits (eggs); (8) Severe coughing with obvious discomfort; (9) Irritability, continuous crying, or child requires more attention than you can provide. Therapists abide by the same policy.

Cancellation of Sessions: Please note that a 24-hour notification is requested for cancellation of a scheduled therapy session. We realize that a 24-hour notification is not always a possibility and recognize that situations arise such as illness, inclement weather, and family emergencies. Please phone or text your therapist directly as soon as you know you will be unavailable. We do our best to abide by the same courtesy.

Missed Session Policy: Sessions cancelled by therapist or client due to planned vacations, illness, family emergencies and/or doctor's appointments will be rescheduled dependent upon the availability of the therapist. Missed sessions due to a client's no-show will not be rescheduled. "No-show" is defined as a client not present at the designated therapy session at the scheduled time without contacting the therapist, or failure to cancel the appointment when there is an illness with the client or family.

Cancellation of Services: Either party will give advanced notice if needing to cancel/reschedule an appointment. Per company policy, a client can be discharged from direct services if a client fails to attend (no-shows) two consecutive or three non-consecutive appointments.

Holidays: Kidnectivity LLC recognizes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Therapy sessions will not be conducted on these days unless special arrangements have been established with your therapist. Sessions will be made up at the discretion of the therapist providing direct services.

By signing this form, I have indicated that I have read the company policies of Kidnectivity LLC as described above. I understand the content and indicate a willingness to comply with these specific policies.

Signature

Date