



## ATTENDANCE POLICY

14115 Lovers Lane Suite 115  
Culpeper, VA 22701  
Phone: (540)225-1150  
Fax: (540)595-3482

Community-STARs is committed to providing all of our clients with exceptional and consistent care! We believe that **your commitment to your child's therapy schedule is essential** to their progress and ultimate development. We thank you in advance for your cooperation and attention to our attendance policy. Helping your child to reach their maximum potential and making everyday differences in their lives is our privilege!

**Cancellations, Late Cancellations, and No Shows** compromise your child's progress and prevent another child from receiving services that day.

**Please call the office at 540-225-1150 by 3:00 p.m. on the day before your scheduled appointment to notify us of any changes or cancellations. To cancel a Monday appointment, please call our office by 3:00 p.m. on Friday.**

- **Late Cancellation:** Cancelling after 3pm the day before the appointment - you will be charged a \$30 fee, not covered by your insurance
- **No Show:** Appointments missed without notification - you will be charged a \$30 fee, not covered by your insurance
- After **TWO No Shows**, services for your child will be discontinued. Of course, special emergency circumstances will be considered.

\* If your child has a fever within 24 hours of their session or you feel they are contagious, we ask that you notify us as soon as possible and reschedule the session when child is feeling better.

### **Flex Schedule**

The Flex Schedule allows more flexibility for families when regular appointment days/times are challenging (schedules change week to week, medical appointments, or other circumstances). When on the Flex Schedule, there is no guarantee of availability of one particular therapist, specific time or day. Please let us know if the Flex Schedule works better for your family.

Your child will be switched to a "Flex Schedule" for the following reasons:

- **Late Cancellations:** More than 3 appointments per 3 months cancelled after 3pm the day prior to child's appointment.
- **Chronic cancellations:** attendance at less than 80% of scheduled appointments

*In these cases, Community-STARs reserves the right to discontinue services.*

### **Additional attendance policies:**

- *Any changes to a client's physical status (recent extended hospitalization, surgery, etc) – a new prescription for services should be obtained*
- *Absences of 4 weeks or greater – a new prescription will need to be obtained*
- *Any misses or traveling of 3 weeks or more – client's appointment day/time will not be held*

By signing I certify that I have reviewed and agree to comply to C-STARs Attendance Policy.

Printed Name: \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_