

T H E R A P Y  
S P O T



Clinic Policies  
Handbook



# Health

## Therapy Spot health policies:

In the interest of protecting the health of our customers and therapists it is Therapy Spot policy that therapists are not permitted to work with clients with the following afflictions:

- Diarrhoea or vomiting within the previous 24hrs
- Fever within the previous 24hrs
- Lice

Please also be aware that if your child has green mucus, PROMPT for speech sounds cannot occur in the session.

If you cancel a session 24 hrs before the session begins, it can be rescheduled within the 12 week block. If an instructor arrives at your home or daycare and your child presents with any of the above issues, the session will be cancelled and a charge will be incurred.

Please note that **our clinic is a peanut free zone** and no products or foods containing peanuts should be brought onto the premises.

We take the health of our clients seriously and we have taken these measures to minimize the spread of illness both outside and within our clinic. We thank you for your cooperation.

## Cancellation Policies by Service

SERVICE	CONDITIONS	POLICY OUTCOME
One on one clinic sessions with SLP, BCBA, CDA, IT	48 hours notice	All late cancellations will be charged in full. Upon two consecutive cancellations a warning will be issued, upon three consecutive cancellations the appointment time will be forfeited.
GABA Group Programming	Commit for 12 week program	Payment required for 12 week program

## Payment

We are sure you understand how important it is as a small business that you pay the invoices we send you promptly. In order to maintain a positive working relationship and keep therapy services moving forward, we have implemented the following payment terms:

- Clients are responsible for completing the necessary forms and submitting Therapy Spot receipts to third party payors in order to be reimbursed for payments made to Therapy Spot
- Clients are personally responsible to ensure all payments are made to Therapy Spot promptly following each therapy session





- If the service is provided in the community, the payor agrees to provide their credit card information to be used by Therapy Spot to process payment following the completion of services rendered
- Accepted methods of payment include cash, debit, credit, cheque, and E-transfer sent to [simone@therapyspot.ca](mailto:simone@therapyspot.ca)
- In the event payment is not made within 30 days of services rendered, Therapy Spot will charge a late payment fee of 2% per month on any overdue and unpaid balance, to cover the staffing, interest, and other costs Therapy Spot incurs carrying overdue invoices from the client. In addition, Therapy Spot reserves the right to discontinue treatment until payment is received

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