Speech Therapy Attendance Policy

We are pleased that you have chosen the Central Florida Speech & Hearing Center to provide you with speech and language therapy. Therapy time is very valuable as we have a long list of children and adults waiting to receive speech/language therapy. In order for you to make progress, your attendance every single session is very important. Regularly scheduled therapy sessions occur on the same day and time each week.

We are committed to providing excellent therapy services and obtaining the best progress possible for you. Therefore, as of June 11, 2018 the following are in effect:

- **Late Arrival-Canceled:** Therapy sessions are scheduled for 30 minutes and will not be started if there are 15 minutes or less left of your scheduled session when you arrive at the Center. These sessions will be recorded as a “late arrival-canceled” and you will not be able to be seen until your next scheduled therapy session.
  - Two “late arrival-canceled” sessions within two months will result in your dismissal from your current therapy schedule.
- **Late Arrival:** If you arrive late, 5 to 14 minutes past your scheduled therapy time, you will be able to be seen and these sessions will be recorded as a “late arrival.” Your session will need to conclude at the usual time to allow your therapist to stay on schedule.
  - Two “late arrival” sessions within two months may result in your dismissal from your current therapy schedule.
- **Canceled:** We understand that there are times when the cancelation of a therapy session is necessary. To cancel, please call 863-686-3189. Calling prior to your scheduled therapy session will be recorded as “canceled.”
- **No Show:** Not calling to cancel your session prior to your scheduled therapy time will be recorded as a “no show.”
  - Two “no show” sessions within 3 months will result in your dismissal from your current therapy schedule.
- **Attendance at or below 50% due to late arrival-canceled, canceled, and/or no show sessions within two months will result in your dismissal from your current therapy schedule.**

If your therapist needs to cancel your session due to an illness or emergency, we will notify you as soon as possible. If a cancellation is necessary for any other reason (e.g., conference, vacation, holiday closure, etc.), you will be notified in advance.

In order to allow all children access to our therapy services, we have instituted a waiting period of six months for those patients wishing to return to therapy following removal due to attendance difficulties.