

## *Miracles in Communication of Northern New Jersey, LLC*

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### *Clinic Policies*

Please let us know how we are serving you. We embrace a relaxed family atmosphere of kindness, respect and enthusiasm. We want to serve you in a safe environment. Communication is essential, so we need to know if you are comfortable, happy, content or dissatisfied with our service. Please feel free to talk to us regarding policy or privacy issues at the clinic.

#### **Parking**

Please do not block or park in the driveway. There are designated parking spaces marked Miracles in Communication. Two can be found under the building and the other two are in the adjacent parking lot across Canterbury Court. If the spaces are not available at the time, there is 1 hour parking on the street.

#### **Session Time**

We encourage parents and guardians to stay in the waiting room during the session. If you need to leave the clinic, please let us know you are leaving and be close by in case of an emergency. Be sure that we have updated cell phone and emergency numbers. We are flexible about parents observing/joining therapy sessions; however, please make arrangements with the therapist.

Siblings **MUST** stay in the waiting room. If they want to use a toy from one of the therapy rooms, please ask a staff member for assistance. Please remember that the office is for staff only.

#### **Sick Policy**

Please do not bring children who are sick. If your child has a fever (above 99.0), diarrhea, vomiting, or a questionable rash, their symptoms should have returned to normal at least 24 hours before coming to the clinic.

#### **Cancellation Policy**

Please inform our office as soon as possible when you need to cancel therapy. If the cancellation is less than 24 hours before the session time, a cancellation fee may be applied at the following rates: \$45 for a half-hour session, \$67.50 for a 45 minute session, and \$90 for an hour session.

#### **Late Policy**

We usually try to schedule time in between sessions, however; if you are more than five minutes late, we cannot guarantee that we can extend your scheduled appointment. It is also important that you pick your child up at the arranged time.