

In order for your experience with C.A.S.E., Inc. to be the most beneficial to everyone, we have developed the following policies. Please read them carefully; if you signed the Emergency Information and Policy Agreement form or the Friends' Club Registration form, you agreed to comply with all of these policies. If your child is a client of ours, and you have not filled out an Emergency Information and Policy Agreement form, please contact the office in order to receive this form; it is imperative that we have it on file for every client. If you have any questions or concerns, please contact us at (760)720-4964. We will be happy to explain and discuss any policy with you.

Absences:

Consistent attendance is a crucial factor in your child's progress in therapy. Please call the office at least 4 hours before your child's session is to begin if your child is going to be absent for any reason. For the safety and health of all our clients, please be sure to report any contagious diseases.

Keeping Informed:

We would appreciate it if you shared any important events or developments in your child's life with us. In this way, we can more fully understand your child's behavior and needs. Even simple things like a birthday in the family, a planned vacation, a difficult morning, or a sleepless night would be helpful for us to know beforehand. We will also share significant occurrences with you. If we have a concern about your child's behavior, we will contact you.

- **Please be sure to let us know of medication changes or other important medical issues. We keep this information on file for emergency purposes.**
- **All address and phone number changes are to be submitted to the office in writing.**

If you have a quick, specific question regarding your child, we ask that you direct it to your child's therapist after your session if time allows. To discuss your

child at length, please call the office or your therapist directly to schedule an appointment for a later date. Also, if you have questions about goals or educational planning for your child, please schedule an appointment through the office. The therapists are available for consultations. General questions about C.A.S.E., Inc. can be directed to the office where the staff will be happy to help you.

Waiting Room:

C.A.S.E. has a waiting room available for parents and children to use if needed during therapy or Friends' Club. For the confidentiality of all our clients, we ask that you use the waiting room whenever you are early or are waiting during a session. We do ask that children are not allowed to sit on the stools or view through the 2 way mirror. **The viewing window is for adults only.** We have provided books and toys for your children to play with while waiting. **All toys and books that C.A.S.E., Inc. has provided must stay in the waiting room at all times.** *There is absolutely no cell phones, food, and drinks allowed inside the waiting room.* Please be respectful to other families using the waiting room.

Arrivals and Departures:

Please arrive promptly at the scheduled time of your appointment so that child can enjoy the full program for that day. Arriving at inconsistent times can be disruptive to your child's program. Please do not arrive too early as it is possible that your session may closely follow another child and that child will be transitioning out while you are coming in (transitions can be difficult for these children).

Snacks:

Please inform us ahead of time if your child is allergic to any type of food. This will prevent any allergic reactions because we do have snack time during some sessions. You can inform us by simply stating so in writing or by filling out the allergies section on the Information and Policy Agreement form that you are required to turn in. Also, **Please inform us of any changes to your child's diet while they are a client at C.A.S.E., Inc..** If your child has a restricted diet, you are welcome to bring a snack for them.

Fees:

1. Payment is due at the time services are rendered.
2. We accept credit cards (Visa/Mastercard/Discover), checks or cash. Please make your payment in suite B or simply mail in your check. **If you are writing a check, please write your child's name in the memo section.**
3. **If payment is not received on the first day of services, the following will apply:**
 - \$10.00 late fee if paid on the second week of services
 - \$20.00 late fee if paid on the third week of services
 - if no payment has been received by the fourth week after you began receiving services, action will be taken on behalf of C.A.S.E., Inc. to retrieve the balance due.
4. Checks that are returned to us as unpaid are subject to a \$15.00 fee as allowable by state law.
5. Absences due to illness, vacation, or personal business do not reduce the fee for services. The fees that you pay cover your sessions only. Any consultations, appointments, or meetings will be billed separately and charged at our hourly rate. You can call the office to arrange an appointment.
6. We do require a two week notice in writing that your child will not be returning to or attending Friends' Club before the session begins. We do assume that your child will be in group for the next session unless notified that they are leaving. If not notified that your child will not be returning, you may be subject to a charge.

Thank you for taking the time to look at our policies. We do hope that they are clear and concise and we greatly appreciate your attempts to follow them.

C.A.S.E., Inc. Staff