



Chatting Children Speech and Language Center, LLC  
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## Policies and Procedures

Chatting Children Speech and Language Center is pleased to have you as a valued family in our practice. We offer a wide range of services and look forward to helping your child improve his/her communication skills. Please read, initial and sign the following policies and procedures agreement.

### Treatment Sessions

Therapy sessions are 50 minutes in length unless other arrangements have been made with your therapist. During the last 5 minutes of your child's session, your therapist will write up a treatment note that you will receive a copy of at the end of the session. This treatment note is designed to provide you feedback on that specific session, as well as provide you with homework activities. We believe carryover activities in the home environment are essential to success! Please feel free to ask brief questions at the end of the treatment session, reserving more lengthy discussions for consultation appointments.

If you will be leaving the office during your child's session, please advise your therapist and be sure your cell phone number is on file. Returning to the office 5 minutes before the end of the session is imperative so that the session can be reviewed with you before your therapist's next scheduled appointment. Should tardiness on pick-up become problematic, we reserve the right to charge you our hourly rate for the additional time in office. Therapy sessions are back to back so late pick-ups affect the following client's session.

\_\_\_\_\_ (initial here)

### Billing and Insurance

Payment by check or cash is expected upon receipt of invoice. Please make checks payable to **Chatting Children or Julie Cotter**. If a check is returned for insufficient funds, the additional fee will be charged to your account. Payment by credit card can also be set up. Please be aware that Quickbooks will charge a \$2.50 fee for each transaction. A credit card is required to be kept on file. Should payment for an invoice not be made by the 7<sup>th</sup> of that month, your credit card will be automatically charged.

Chatting Children Speech and Language Center does NOT accept health insurance. It is your responsibility to retain all treatment notes, evaluations, progress reports, invoices and treatment plans to provide to your insurance company. Should you require additional information, you will be charged the hourly rate for the time it requires to collect the material.

\_\_\_\_\_ (initial here)

**Cancellations**

If you must cancel a session, **please do so 24 hours prior to your appointment to avoid being charged for the session.** Exceptions will be made in cases of emergencies and illness at the discretion of the therapist. Please be mindful that careful individual planning and time goes into preparing for your child's speech-language therapy. We want to maximize your child's potential and progress with consistent therapy sessions. Also be advised that there is an extensive waiting list for current therapy slots. Therefore it is important for you to attend all therapy sessions as scheduled and to arrange for make-up sessions when possible. Should frequent cancellations become problematic, we reserve the right to bill for a minimum of 3 sessions per month in order to hold your time slot. Should you arrive late to your child's therapy session, the session will not go over the allotted time slot, nor can make up time be scheduled. It is your responsibility to arrive on time and pick up your child on time.

\_\_\_\_\_ (initial here)

**Inclement Weather and Holidays Policy**

Chatting Children **does not follow any local school districts' inclement weather policy or holiday schedule.** Your therapist will contact you if therapy is cancelled due to inclement weather or upcoming holidays. If driving conditions are poor and will prevent you from making your child's appointment, please be sure to contact your therapist as early as possible.

\_\_\_\_\_ (initial here)

**School Visits**

School visits are 45-minutes in length. It is the parent's responsibility (not the school's) to inform your therapist if your child will not be in school for the following reasons: sick, doctor's appointment, school closings, half days or field trips. You will be billed for sessions not cancelled within 24 hours prior to the scheduled session.

\_\_\_\_\_ (initial here)

**Waiting Room Discussions**

Your child's therapy session will be discussed with you in the office/waiting area at the end of each session. Please advise your therapist if you do not want to have these brief discussions at that time.

\_\_\_\_\_ (initial here)

**Consultative Services**

When necessary, we are happy to schedule appointments for phone, office or school consultations. Please schedule these with your therapist and note that should the consultation require more than 15 minutes, you will be billed our hourly rate for the service.

\_\_\_\_\_ (initial here)

**Safety Measures**

Surveillance cameras are located in the evaluation room and the waiting room of our office to ensure the safety of our staff, clients and families. Videos will not be publicly released and can only be viewed by the director of this practice, Julie Cotter. Should a situation arise, where video footage of you or your child needs to be released for legal purposes, you will receive notification prior to.

\_\_\_\_\_ (initial here)

I, \_\_\_\_\_, parent/guardian of \_\_\_\_\_ acknowledge that I have read and understand the Policies and Procedures regarding speech-language therapy at Chatting Children Speech and Language Center and I accept the terms of agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date