



To all families of S.M.I.L.E.S.:

Due to an increase in incidences a new policy has been created. Parents must return to the session 5 minutes prior to the end of session whether that's, for example, at 5:45pm (end time 5:50pm) or 3:15pm (end time 3:20). Sessions are formally completed at 5:50pm or 3:20pm and premises should be vacated.

Failure to do so will result in a service charge of \$5.00 every 7 minutes. Payment of charges must be paid at time of late return session. Only 2 late returns are allowed in any 6 month period before forfeiture of that scheduled session slot occurs.

The last 5 minutes of the session are to be used to train/educate/inform parent or caregiver. If said person needs to share information then they must return to the session earlier or do so at the beginning of the session. If a session needs to be predominately to answer questions, concerns, review information, request instruction, etc. this is appropriate usage of time. It is of no benefit to the child if the parent has questions or concerns they haven't addressed or tasks they have been assigned and haven't reviewed.

Please respect and be courteous to all other clients and their families. Adhering to the policies will ensure the best possible session for your child, what is hopefully, what everyone desires for their child.

As the therapist, I may request a parent to wait outside due to a behavior issue. This is my call to make, however the parent **must** be waiting. If I have to extend one child's session into another's, then I will make that time up. It will not be forfeited. Please be mindful that every child requires additional time occasionally, even yours. If your child doesn't then be thankful and empathize with the parent whose child requires the extra time.

I want to thank you all for your cooperation with this matter. Adhering to the policy will ensure that each child and family receives the best service during their time.

Please contact the office if you have any questions at (513) 404-5915 or by e-mail: [tlkn@teachtofeed.com](mailto:tlkn@teachtofeed.com)  
Policies are available for review 24/7 on-line at [http://www.teachtofeed.com/policies\\_and\\_forms.html](http://www.teachtofeed.com/policies_and_forms.html).

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Specializing in feeding/swallowing difficulties/disorders  
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Down syndrome  
Apraxia