



therapyworks
c i n c i n n a t i

phone: 513.349.4919 | fax: 888.316.2604

Policies and Procedures 2024-2025

Program Philosophy

To meet and exceed the needs of each student so they can be successful in school and into their future as an adult.

Admission

We ask that each student and their caregivers meet with the staff and providers prior to starting services. A signed contract is required to identify the child's needs and determine what services TherapyWorks will be responsible for providing.

Attendance

Regular attendance is necessary for your child to receive the maximum benefit from our services. Providers will be responsible for keeping track of attendance. Students are permitted one sick visit make up session per quarter. Providers will wait for students to arrive for scheduled appointments for 15 minutes. Contact with the provider is expected within 15 minutes from the start time if a delay in starting the appointment is anticipated due to weather, traffic or general tardiness. No shows, no contact made and visits canceled within 48 hours of the scheduled appointment are not subject to a make up session. These are billed at the regular rate and are not subject to refunds. Make up sessions will be offered as schedules permit and are for missed visits due to illness or planned absences. Should regular attendance become a concern, we welcome families to communicate their concerns or needs with the providers so we can better support your child. We ask that you notify the office or the provider of any absence as soon as possible. You can call 513-489-4919 or email contact@therapyworkscincy.com to notify us of your child's absence.

Student Non Discrimination

TherapyWorks Cincinnati, LLC believes every individual has great worth and value and, therefore, pledges to provide equal opportunity for students regardless of race, color, national origin, ancestry, religion, age, sex, sexual orientation, marital status, disability, or other unlawful reasons.

Student Health and Safety Information

For the health and safety of all students, individuals should not attend if they have a fever



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(100°F or above) and need to be fever free for a minimum of 24 hours before returning to in person sessions.

Service Delivery

Therapy and educational services are delivered in the office in individual and/or group therapy sessions depending on the needs of the student. Hybrid and/or online services are available and may be appropriate for some students. Services can be provided in the home or community settings/ environment when it is mutually agreed upon by the provider and parent/legal guardian.

Student Discipline and Termination

Students' parents/guardians need to contact the office by phone or email if they plan to discontinue services or change service providers. If severe behaviors are observed (hitting, biting, destruction of property), we reserve the right to terminate services. The team will work with each family to determine if TherapyWorks is the best fit for their child and work with providers to solve any behavioral concerns but ultimately, if the safety of providers, staff, other children or the child themselves are in danger, we reserve the right to terminate services.

Termination of Withdrawal

We respectfully ask for 60 days notice for termination or withdrawal from the program.

Confidentiality

We follow HIPAA laws for confidentiality (please see attached forms).

Progress Reporting

In an attempt to keep parents informed of student progress, we use parent-student conferences at the end of each session and progress reports. A formal conference can be arranged to discuss in more detail. Fees may apply for a formal conference.

Testing

Students enrolled at TherapyWorks Cincinnati, LLC under the Autism Scholarship Program, are not required to complete state testing. Students who are enrolled through the Jon Peterson Scholarship will be required to complete grade level testing with modifications as stated in their IEP.

Plan for Measuring Customer Satisfaction

4757 cornell road #4a | cincinnati | ohio | 45241 | therapyworkscincy.com



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An annual survey is given to parents to complete and return to TherapyWorks Cincinnati, LLC. We strive to provide the best possible services to our clients and welcome any feedback prior to the annual survey.

Plan for Staff Training and Professional Development

Continuing Education is required for state licensure. TherapyWorks will ensure that training and professional development is completed in accordance with the individual licensing boards.