



## Terms and Conditions Communicate without Borders (CWB) - 1<sup>st</sup> June 2020

### ■ COVID-19 Policy and Prevention - Face to Face Sessions

- CWB continues to offer tele-practice sessions.
- Families/clients will be required to respond to screening questions regarding COVID-19 exposure and risk prior to an appointment.
- If you cancel your session due to COVID-19 related symptoms or risk factors, an online session will be offered.
- Families/clients can cancel their session due to illness at any time prior to their appointment without fees or penalty during this period.
- If children or families arrive ill to an appointment, the appointment will be immediately cancelled - this will be considered a 'no show' - please see 'Attendance' below.

### Cancellation

If you answer YES to any of these questions, you must cancel your session or request an online session. *If unsure, please get in touch prior to your appointment.*

1. Have you or your child been unwell or experienced **any** cold or flu like symptoms in the past **48 hours** such as:
  - Fever or chills
  - Sore throat
  - Runny nose
  - Cough
  - Headache
  - Shortness of breath
  - Muscle and joint aches and pains
  - Confusion
  - Upset stomach
  - Changes to smell/ taste.
2. Has anyone in your household been in contact with a confirmed or suspected case of COVID-19 in the last 14 days?
3. Has anyone in your household tested positive for COVID-19 in the last 14 days?
4. Is anyone in your household in quarantine due to contact with someone who tested positive for COVID-19 or recent travel?
5. Has anyone in your household travelled abroad or been in contact with someone who travelled abroad in the past 14 days?



## General Preventative Measures

1. All clients will be screened to understand confirmed, probable or suspected COVID-19 status.
2. Practitioners will cancel a session or offer an online session if unwell.
3. Physical distancing will be practised whenever possible.
4. Practising and promoting respiratory hygiene and cough etiquette as recommended by the RIVM:
  - Wash hands often with soap and water
  - Cough and sneeze into your elbow
  - Use paper tissues and discard immediately
  - Do not shake hands
5. Masks are available and can be worn at parent or child request.
6. Routine environmental cleaning between sessions.
7. All clients will be requested to wash hands or use hand sanitizer at the beginning and end of their session.
8. Practitioner will wash hands or use hand sanitizer before and after all sessions.
9. Contact areas will be disinfected between sessions (e.g. tables, chairs, door handles).
10. Clients may be requested to bring their own books/toys/games to a session.
11. Toys and resources will be cleaned or disinfected between sessions.
12. Any resources that cannot be cleaned or disinfected between sessions will not be shared between clients until they have been cleaned or disinfected.

### ■ Fees

Fees are outlined in the current fee schedule. Parents/clients are responsible for payment of all relevant fees and charges relating to services provided by CWB. Fees are reviewed every 6 months and are therefore subject to change while you/your child attends services with CWB. Advance notice of minimum one month will be provided for any fee increases.

### ■ Payment of Fees

Payment will be requested on the day of the session through a Tikkie or Paypal payment request or through a monthly invoice. Payment request will be sent through SMS, WhatsApp or e-mail. Directions for payment will be included in the request.

Session dates will be pre-arranged and parent/client will receive a reminder 24 hours prior to a session.

- Payment requests will be sent through Tikkie or Paypal for payment on the day.
- Alternatively, a monthly invoice will be sent and can be paid by bank transfer within 14 days.
- Treatment fees are due on the day of the appointment or within 14 days of receiving a monthly invoice.
- Assessment and screening fees are due on the day of the final assessment session with your child.
- A receipt will be issued following payment.
- Bank transfer to: Communicate without Borders, NL40 ABNA 0844 4173 35

### ■ Late or unpaid Fees

If payment is not received within 14 days of the payment request (or invoice), a reminder email will be sent requesting payment within 5 working days. If payment has not been received within 28 days (4 weeks) from the original payment request (or invoice), CWB reserves the right to discharge a client from therapy.

*Your child's progress is our number one priority, please discuss any concerns you have regarding fees or payment as soon as possible to avoid any interruption to sessions.*

Please note:

- If sessions are interrupted due to late payment, client's/children's preferred time or day may no longer be available as this may be allocated to another child/client.
- Parents/guardians are fully responsible for payment of all services rendered by CWB. CWB does not have contracts with any health insurance companies or municipalities. Health insurance policies and reimbursement are between parents/guardians and their health insurance company. All services rendered by CWB are charged directly to parents/guardians.
- Clients/children's assessment or screening report will be provided within two weeks of their final assessment session. If assessment fees are not received on time, provision of this report may be delayed. *The report will be provided within two weeks of fees being paid in full.*



- If payment is not received within 42 days (6 weeks) of the initial payment request, a debt collection agency may be involved, and parents/client will be liable for the additional costs.

## ■ Attendance

*CWB requests parents/clients inform CWB by phone, text or email as soon as possible when cancelling sessions. This allows us to rearrange our schedule and offer online sessions, make-up sessions or provide a session to clients on the waiting list.*

*Cancellations will be recorded in our appointment schedule. Our COVID-19 attendance and cancellation policies are outlined below.*

CWB values their relationship with children and families, and believes that regular attendance is important in achieving children's goals. We also understand that in a busy family life, unforeseen circumstances can arise. When an appointment is booked, CWB holds a time for your session and you are essentially promising to fulfill that slot.

This policy includes emergency, non-emergency, no shows, and holiday cancellations.

## ■ Cancellation Policy

### Non-Emergency Cancellations

Non-emergency or illness related cancellations require 48 hours' notice. Non-emergencies include holidays, pre-planned medical appointments, family events, parties, sports events, lack of babysitter or anything that is not designated as "emergency" (see below). **The session must be cancelled no later than 48 hours before the appointment.**

### Emergency Cancellations - Face to Face Sessions

Emergency cancellations are accepted for illness, illness of a family member or death in the family. **For emergency cancellations, a session can be cancelled at any time before the scheduled session.**

### Emergency Cancellations - Online Sessions

Emergency cancellations are accepted for illness, illness of a family member or death in the family. **The session must be cancelled by 8am on the day of the appointment - otherwise this will be considered a 'no show'.**



### Illness - Face to Face Session

Please stay at home/inform us if you or your child have a fever, strep, unidentified rash, diarrhea, vomiting or any cold or flu symptoms. You or your child must be

fever and symptom free for 48 hours (without medication) prior to the session. If a child/client arrives ill to a session, this will be considered a "no show".

### Policy Reminder

If a child/client arrives ill or does not turn up for a scheduled appointment (no show), an email will be sent outlining the policy, your record of cancellations and any future action.

### Important

***If non-emergency cancellations become excessive (25 percent or higher), the client may lose his or her weekly slot in the schedule.***

***If a child/client arrives ill to a face to face appointment, cancels an online session with insufficient notice, or does not turn up for a scheduled appointment on 2 occasions, a cancellation fee of €50.00 will be charged for future "no shows".***

### Cancelling Assessment Sessions

- If an assessment booking is cancelled with due notice, as per the cancellation policy, the session will be rescheduled at the earliest possible availability.
- If client/parent cancels a second booking, an email will be sent offering the possibility of cancelling the assessment or making a third and final booking.
- When an assessment session is booked, the client reserves and commits to a period of time in our calendar, frequent cancellations can impact the quality of service provision. In order to confirm an assessment booking after two cancellations, a non-refundable deposit of 30% of the assessment fee will be requested, your booking will only be confirmed once this fee has been received.

### Make up and Online Sessions

Make-up sessions may be offered for illness and pre-arranged holidays or cancellations. Make-up sessions are not offered for "no shows".

### Late arrival

If the client arrives late, the session will still end at the scheduled time. If it is the fault of the practitioner, the fee will be adjusted. If the child/client is late the rate charged will not be adjusted and parent/client will be billed for the entire planned session.



*We will make every effort to discuss the situation with you prior to making any decision regarding implementation of the cancellation policy.*

## ■ Recordings

Use of video footage, audio recordings and photos can be a powerful tool for progress monitoring and information sharing for children, parents and practitioners. CWB may video or record your child's session for parent training, to improve services, or monitor progress. These videos will always be stored securely and shared through a protected platform (e.g. Dropbox, Cliniko).

If parents/client would like to record or photograph a session, we request that parent/client first asks permission. Additionally, parent/client agrees that these are for personal use only and will not be shared or distributed in any form or by any means without written permission from your therapist. This includes posting on any social media or internet platform.