***Family First Policies***

**● Specifics at the Center**

The Center’s hours are Mon – Fri 8:00 am – 8:00 pm and Saturdays from 9:00 am – 5:00pm. Phones are answered from 9:00 am – 4:00 pm Mon – Fri. When dropping your child off to the Center, please sign them in up front where a therapist will walk your child to the back, store their personal items in the cubby area, and begin therapy. All personal items, such as coats, backpacks, food, snacks and drinks need to be labeled. You can mark the times you request their meals and snacks as well as speak to a therapist before starting their session. At the end of your child’s session, please pick up your child in the front lobby where you will be given a Daily Summary Sheet on your child and the opportunity to speak with a therapist. Since we switch therapists with a child every hour on the hour, the back room is busy with therapists and kiddos during the transition time. As soon as those few moments have passed, it is back to business!

**● Scheduling Your Child**

Tashar schedules the kiddos and the therapists by Wednesday for the following week. To meet the needs of flexible families and therapists’ hours, please give her or Joan a call well in advance in order to accommodate a change in your scheduling needs. For any scheduling adjustments, such as vacations, non- school days, etc., please give as much advance notice as possible.

Please make sure to read our cancellation policy posted in our lobby. We do require at least a 24 hour notice if you need to cancel – unless there is an emergency.

If you do need to cancel your child’s scheduled session, please call the following number to automatically forward to the therapists to be notified that they will not be working with your child.

**Cancellation Line (816) 984-8280 and press 1 to have your message recorded.**

**● Communications**

You will be added to a confidential email list of the Family First Families in order to be sent important notices, which are infrequent; perhaps one every month or so. This will be handled by a blind copy to protect your family’s name and email address.

**● Sick Policy**

We follow the recommended guidelines used by most school districts: If your child is sick with a fever, vomiting, diarrhea or a contagious disease, please keep your child home. Then call to cancel at the following number to automatically forward to the therapists to be notified that they will not be working with your child.

**Cancellation Line (816) 984-8280 and press 1 to have your message recorded.**