



April 1, 2015

Dear F.A.I.T.H. Families:

We take pride in our effort to provide quality services to our families with the highest of standards. As a result, periodically we must update company policies to ensure our families continue to receive the best services possible.

To provide quality service, we carefully consider time slots when scheduling service visits for each family. Sessions are assigned as part of a coordinated effort to serve multiple families in the community throughout the day. While we understand that extraordinary circumstances arise, unexcused cancellations or “no shows” result in a lost opportunity for us to otherwise provide services to a family in need.

Therefore, to protect our families, and to preserve our commitment of providing the best services, the following cancellation policy has been updated from the October 2014 cancellation policy.

### **F.A.I.T.H. Cancellation Policy**

1. To cancel a session, families must notify the BCBA Supervisor and Behavior Technician, if one is utilized, assigned to their child at least two weeks prior to the scheduled appointment.
2. To cancel a session within two weeks of a scheduled appointment, families must also directly notify the Director of F.A.I.T.H. A guardian must call (615) 294-1221 and speak with the executive director or leave a voice message explaining the circumstances.
  - 2.1. A session can be cancelled without excuse when inside two weeks of the scheduled appointment so long as the child’s guardian does so before 7am the day of the appointment.
  - 2.2. For each child serviced, families are limited to three unexcused cancellations per quarter when called in on a timely manner (by 7am the day of, see 2.1). Quarters are defined as: October – December, January – March, April – June, and July – September of each year.
  - 2.3. Illness of a child being serviced is grounds for an excused cancellation inside two weeks of a scheduled appointment. But, the executive director must also be notified by a guardian before 7am the day of an appointment, or within one hour of a child being sent home from school the day of an appointment.
3. For each unexcused cancellation that exceeds three instances per quarter, families will be charged a cancellation fee.
  - 3.1. The fee for a cancelled session with a Tutor is \$30.
  - 3.2. The fee for a cancelled session with a BCBA Supervisor providing direct services is \$55.



- 3.3. The fee for a cancelled session with a BCBA Supervisor providing direct services with a Tutor is \$80.
- 3.4. For cancellations not called in on a timely manner (see 1, 2, 2.1-2.3 above) then the cancellation will be considered a Last Minute Cancellation and will be assessed appropriate cancellation fee (3.1-3.3).

We understand that life poses unforeseen challenges that are out of your control, like military deployments, family emergencies, or other circumstances. For this reason, we recognize that additional cancellation exceptions might be made for our families occasionally, but only the Executive Director will authorize such exceptions.

We thank you for your understanding of the need for this policy update. We will continue to hold most dearly your trust of our care for your children.

Kind Regards,

A handwritten signature in black ink that reads "Doemiko Flores". The signature is fluid and cursive.

Doemiko Flores  
F.A.I.T.H. Executive Director