

## **Client Care Policies**

The Chatter Box serves children ages birth to approximately 12 years of age with speech, language, social, behavioral and educational concerns. Please reference our client care policies below:

### **Admission/Discharge**

Referrals for evaluation are non-discriminatory, and are accepted without regard to gender, religion or ethnicity, but do depend on staff availability. All new referrals receive either a formal or informal Chatter Box evaluation dependent upon the child's testing recent testing history. Therapeutic services are recommended if concerns are noted during the evaluation process either directly through test results, and/or clinical observations. The frequency of service varies dependent on the needs of the child and family. Chatter Box therapists may recommend additional evaluations in other areas of need if deemed appropriate to meet clinical goals. Children may be discharged from services for several reasons, including, but not limited to, the family's availability to attend scheduled therapy sessions, the family's ability to pay for services, the child having met all their therapeutic goals, etc.

### **Location of Services/Facility**

Children can be seen for services at the Chatter Box location at 6317 Hwy 329 in Crestwood, KY based on parent, room and therapist availability. Children can also be seen at child care locations if the parent provides written permission for the therapist to work with the child in that setting. Therapists may also work with children attending private schools if an agreement between administrative staff at both the Chatter Box and the school is met. The Chatter Box will provide liability insurance information to schools upon request.

Children entering the Chatter Box are encouraged to wash their hands before and after sessions to assist with infection control. Therapy rooms and materials are also sanitized after each session.

### **Clinical Records**

A confidential client record is kept under lock and key at the Chatter Box location for every child receiving services. The file includes signed consent forms and HIPPA policy as well as an initial evaluation, plan of treatment, 6 month progress summaries, and discharge summary if applicable. Individual treatment notes are saved on our secure online Quickbooks system so they can be emailed to families following each session.

Emergency contact information is included in the parent interview portion of the Chatter Box referral paperwork. Staff will contact the identified person if an emergency were to arise during an evaluation or therapeutic session in which the parent or other caregiver were not present and could not be reached.

### **Program Evaluation**

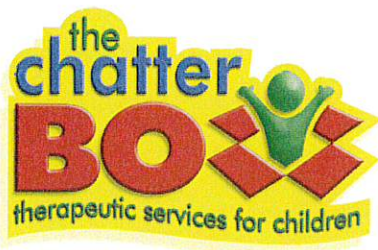
It is our goal at the Chatter Box to provide the upmost quality evaluation and therapeutic services. All therapists are licensed in their field, and have received additional and ongoing training to maintain and expand their skills. We encourage parent feedback and if a question or concern were to ever arise about a child's services, parents are encouraged to talk with their therapist and/or communicate those to Kristle Lindemier, M.S., CCC-SLP, Director of Therapy Services. A copy of our parent survey is also attached for parents to provide review of their Chatter Box services at any time during their experience.

Please sign below to indicate that you have read and agree to our client care information. Thank you again for considering the Chatter Box to assist in meeting the unique needs of your child and family.

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**Signature**

**Date**



6317 Highway 329  
Crestwood, KY 40014

PHONE  
502.384.0910

FAX  
502.384.0908

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## COVID-19 Additional, Temporary Policies/Procedures

The Chatter Box is working diligently to provide a safe environment (with guidelines provided by state government) for children and families to continue to receive effective services. We have a cleaning/sanitizing schedule posted in our facility for review and can make this available to families upon request. Our staff will be wearing masks, face shields, or separated by a plexiglass barrier whenever feasible. Staff will be temperature checked upon arrival and will participate in frequent hand washing, along with other Healthy at Work requirements recommended by state government.

Please acknowledge agreement to the following temporary guidelines:

I agree to meet my child's teacher/therapist at a centralized location for drop off and pick up (unless caregiver access to the building is deemed necessary based on age/needs of child, for effective intervention)

I agree to allow a Chatter Box staff member to take my child's temperature upon arrival for service intervention.

I agree to not bring my child to services until 3 days (72 hours) fever free. I understand that this is longer than the original 24 hour requirement.

I agree to not hold the Chatter Box accountable if my child contracts the COVID-19 virus.

I agree to cancel scheduled appointment(s) if anyone I have come in contact with has a pending Covid test, or has symptoms related to Covid.

We do offer tele health services if you feel this would be a safer option for you and your family.

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Parent/Guardian Signature

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Date