



Greetings family! We are trying to spring into action as things continue to grow at Communication Station GA. The purpose of this letter is to review some policies and procedures, as well as include some updates.

We are working on expanding our sensory area and have added a new therapy room. We have also welcomed a new Occupational Therapist to the team-Mackenzie Smith and Speech Therapist- Delise Bussey. All of this progress is possible because of the part you all play as parents and caregivers.

1. CSGA would love for you to like and follow us on Facebook-check out our QR code, scan and Like/follow.
2. If you would like to leave us a Google review that would be fantastic. You're also welcome to post photos or videos of your therapy sessions on Facebook- tag us- every little bit helps!
3. Please, please **remain** in the lobby and **wait** until the therapist comes to get you for your scheduled appointment. We are working on getting another door so the area will not be open and tempting to the children.
4. Review our attendance policy and check out the video on Facebook for attendance drawings. Also regarding attendance. If you miss a session, know that we will be offering make-up sessions as available to keep up with the **75% attendance**. This will help keep you on caseload and prevent you from being placed at the bottom of the waitlist, or on a week to week schedule. We appreciate your cooperation and understanding. We are working on scheduling for the spring break so if you have upcoming vacations, please let your therapist know ASAP. Keep in mind during the summer, especially if you are traveling out of the country for an extended amount of time.
5. Please remember you are responsible for siblings whether you are in the lobby or in a therapy session.
6. We ask that you keep noise to a minimum when in the lobby to not distract from your child's scheduled therapy session.
7. We continue to request that this remain a **phone free zone**. If you are in the therapy session, hopefully you are staying engaged and interacting. If you are in the lobby, there are several toys, books and activities to interact with your children during this time to keep them engaged. Remember, it is your responsibility to keep them safe.

As always, we appreciate any feedback whether it is positive or constructive criticism. We are always striving to improve all aspects of your visit for it to be positive and empowering. Thank you for showing up. Thank you for following through with your home exercise programs. You are appreciated by the entire staff at Communication Station GA.