California State University, Long Beach
Speech, Language, and Hearing Clinic
1250 Bellflower Blvd.
Long Beach, CA 90840

Attendance Policy

The Speech, Language, and Hearing Clinic is a self-supporting campus service which utilizes graduate students to provide assessments and treatment in the areas of speech, language; voice, fluency, and learning. Students are supervised by faculty members with a small student to faculty ratio.

We understand that getting to appointments can be challenging. However, attendance is very important to both students and clients in order for the clients to reach their goals for maximum independence. In addition, the student must accumulate clinical hours to obtain their master's degrees. The clinics have waiting lists for individuals wishing to be admitted. Every absence means that both you and your child and the graduate students have lost valuable therapy time.

I. ATTENDANCE POLICIES

1. Please make every attempt to attend every scheduled session so that you or your child can make maximum progress. Please arrive on time.

2. If you must be absent and know of it ahead of time, please advise the clinician at least one week prior to the absence either in person or by phone. You can call the clinician's phone if she/he has given the number to you or you can call the office phone and leave a message, if your clinician cannot be reached.

3. If you or your child are ill, please call the clinicians as soon as you know that you cannot attend. Calls less than 24 hours in advance will be considered a no-show and not excused unless there have been unexpected or emergency circumstances involved. Illness includes but is not limited to fevers, discharge from the nose, flu, diarrhea, rashes, or anything infectious. Please check your child before bringing him/her to clinic.

4. If your child has a medical condition, please note this on the application and inform the clinician. This includes, but is not limited to, seizures, diabetes, fainting, headaches, gastrointestinal problems, asthma and allergies.

5. If you or your child misses 2 or more consecutive sessions, the clinic supervisor may discuss termination of service unless the absences have been approved ahead of time. If you or your child are frequently ill, it may be better to postpone enrollment.

6. If you are going on vacation, please advise the clinician at least 2 weeks ahead of time. If you are planning a vacation of longer than 2 weeks, it may be advisable for you to enroll the following semester for therapy.
7. PLEASE AVOID CALLING JUST BEFORE YOUR SESSION IS STARTING OR ON THE WAY TO THERAPY EXCEPT IN CASES OF EMERGENCY!

II. CLINIC POLICIES

1. Parents of children under 18 years of age must stay in the lobby or the building to wait for their child. If they must leave for any reason during the session, arrangements must be made with the supervisor and emergency phone numbers must be available. If you cannot be contacted during your child's session, your child may be dismissed. Please be available in the waiting area when the session is completed since the clinicians have other clients during the following hour.

2. If an adult needs assistance, it is best that the assisting adult remain in the building during the session. If he/she must leave, arrangements must be made with the supervisor and emergency phone numbers made available.

3. If a child is uncooperative or if a child or an adult appears to be ill, he/she may be asked to return home. This is determined by the clinician and supervisor.

4. If your child is enrolled in a two-hour session, parents should leave a small healthy snack and drink.

5. Payment for services is directly used for purchasing testing and therapy materials and is necessary for the clinic to function. Checks can be made to CSULB Speech and Language Clinic. Complete and partial fee waivers are available upon consultation with clinicians and supervisors. Clients will receive bills if payment is not complete at the beginning of the semester.

III. MAKE UP POLICIES

1. Make-up sessions are provided only when clinicians/supervisors cancel assigned clinic times.

2. No make-up sessions will be offered for cancelations by the client/caregiver.

THANK YOU VERY MUCH FOR YOUR COOPERATION AND ATTENDANCE!

This portion is placed in the client's file.

I have read and understand the above attendance policies.

Signature_________________________ Date_________________