



Be encouraged

Attendance & Cancellation Policy

Importance of attendance

We partner with your family to support your child's development, participation, and independence. Consistent attendance gives your child opportunities to practice important skills, build a familiar routine, and work toward therapy goals. Missed sessions interrupt that routine and reduce opportunities for learning and parent guidance.

Keep your scheduled therapy time

Therapy is scheduled once or twice per week according to your child's treatment plan. Please reserve this time and schedule other appointments and activities around it whenever possible. Your child's appointment is also time that could otherwise be offered to another child waiting for services.

Confirm appointments and communicate changes

Please respond promptly to your therapist's reminder or confirmation text so they can plan travel and their schedule. If your therapist cannot confirm the appointment before they need to leave for your session, the visit may be recorded as a missed session due to lack of confirmation. Notify your therapist as soon as you know about any change in your child's availability or therapy location, including a school absence.

If you need to cancel

For illness, unavoidable appointments, vacations, or other schedule changes, notify your therapist as soon as you become aware that you will miss a session. Please do not wait for the appointment reminder. Early notice helps your therapist offer that time to another child. If your child is ill, contact your therapist to discuss rescheduling.

Arrange and complete a makeup session

When you cancel, work with your therapist at that time to arrange a makeup appointment. Makeup times depend on therapist availability and cannot be guaranteed. A missed session remains an absence without a makeup until the makeup session has been completed. Please share your child's other therapy appointments and available times to help with scheduling.

Three missed sessions without makeups

After three missed sessions without completed makeups within a six-month authorization period, Rise & Shine Therapy will review attendance and whether therapist reassignment is needed. If the scheduled treatment plan cannot be maintained, your child's case may be returned to the Regional Center service coordinator for reassignment. Please discuss attendance barriers with your therapist early so we can work together on a consistent schedule.

Parent / caregiver acknowledgment

I have reviewed this policy and understand the expectations for attendance, appointment confirmation, cancellations, and makeup sessions.

Child's name: _____

Parent / caregiver signature: _____ Date: _____