



Uniquely Wired Consultants LLC Policies & Procedures for Tutoring and Therapy Sessions

Uniquely Wired Consultants offers an array of private therapeutic and tutoring services to individuals age birth-21. Our mission is to provide therapeutic services that are family centered and provider guided to help each family and child

thrive in their community.

What can your child expect during each visit?

Your child will be dropped off at our tutoring and clinical center in the heart of Rolla. All students and providers have access to snacks, drinks, and our hot beverage bar. During their session, therapists will work with each child individually on their determined goals. After each session, they will choose an item from our treasure chest and rejoin their family. The provider will communicate progress toward goals with the family and suggest any activities for home practice.

How can parents stay involved and informed?

Parents will receive a login to our tutoring software “Tutorbird” upon registration. From that website, parents can view all appointments, provider contact information, announcements, and resources. **Please use your Tutorbird Calendar to stay informed of appointments and cancel sessions.**

How is our unique company structured?

At UWC, we have a network of the best providers and educators in the area. We directly contract with these providers to grant your family access to therapy and tutoring services that are very limited in our area. We provide a welcoming environment, recruit and maintain the providers and the facility, and handle all billing services. For billing and management concerns, please contact angie@uniquelywiredllc.com. For questions about a session, you will speak directly with your provider.

Services and Pricing

Uniquely Wired Consultants offers multiple tutoring services to best meet your student's needs. You may choose from a list of the options below.

RR= "Refund Rate" per session

Therapy Services				
	55 minute session	Evaluation	Cancellation Fee <small>Same-Day</small>	Supervision Fee
Occupational Therapy	\$115/session	\$400.00 *Required	\$25.00 per provider scheduled	\$85.00/hr
Occupational therapy (OT) treatment focuses on helping people be as independent as possible in all areas of their lives. OT can help kids with various needs improve their cognitive, physical, sensory, and motor skills and enhance their self-esteem and sense of accomplishment. Occupational therapy will address the psychological, social, and environmental factors that affect a child's behavior and development. A child's main job is playing and learning, and occupational therapists can evaluate kids' skills for playing, school performance, and daily activities and compare them with what is developmentally appropriate for that age group.				*Supervision required by an SLP and OT typically one hour per month in each discipline.
Speech and Language Therapy	\$115/session	\$400.00 *Required	\$25.00 per provider scheduled	\$85.00/hr
Speech and language therapy is helpful for students who struggle to communicate their thoughts, have difficulty comprehending spoken and written language, or have difficulty producing and processing spoken sounds.				*Supervision required by an SLP and OT typically one hour per month in each discipline.
Joint Therapy	\$175/session	\$400.00 *Required	\$25.00 per provider scheduled	85.00/hr
In some cases, our occupational therapy and speech and language therapy teams may be able to cotreat and provide both services in one visit. This is beneficial for students who have complementary goals in both disciplines. The appropriateness of joint therapy is offered on a case by case basis.				*Supervision required by an SLP and OT typically one hour per month in each discipline.

Students enrolled in multiple services may be eligible for a 10% multiservice discount. We also offer sibling discounts!

Tutoring Services

	Once Weekly 50 minute session Avg 4 sessions/month	Twice Weekly 50 minute sessions Avg 8 sessions/month	Thrice Weekly 50 minute sessions Avg 12 sessions/month
Barton Reading and Spelling Program for Dyslexia	*not recommended*	Certified Teacher: \$420/month RR=52.50 Non-certified Teacher: \$378/month RR=47.25	Certified Teacher: \$630/month RR=52.50 Non-Certified Teacher: \$567/month RR=47.25

The Barton Reading and Spelling Program is an Orton-Gillingham based program that is proven to help individuals at risk for dyslexia. This is not a quick-fix program. It consists of ten levels that progress from essential pre-reading phonemic awareness skills to college readiness level word reading and spelling. By level 4, students encounter multisyllable words and begin making rapid progress in both reading and writing.

Math U See Program	*not recommended*	Certified Teacher: \$420/month RR=52.50 Non-certified Teacher: \$378/month RR=47.25 +\$45.00 materials fee per level	Certified Teacher: \$630/month RR=52.50 Non-Certified Teacher: \$567/month RR=47.25 +\$45.00 materials fee per level
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Math U See is the math equivalent for Barton Reading. If your student is struggling in math, they may need to revisit some prior skills that were never mastered. We can give your student a placement test, and start them in the appropriate Math U See level to fill in any gaps in their learning.

Custom Tutoring	\$252/month RR=\$63.00	\$504/month RR=63.00	\$756/month RR=52.50
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Custom tutoring plans are developed after an evaluation and often require intensive planning to specifically meet students' needs. For example, we may help your student prepare for the HiSET exam, ACT, ASVAB, or Scholar Bowl. Students who are not served by one of the above programs fall into this category.

Payment Policy for Tutoring

Enrollment at Uniquely Wired Consultants LLC tutoring programs are tuition-based. This means that you pay the same rate for services each month and receive a yearly calendar that notifies you of center closures/holidays. The monthly rate is calculated by the average number of sessions per calendar year per month and is adjusted to account for various scheduling dates. A refund rate is calculated per session in the event that a provider has to cancel a session. You only commit to one month at a time. This model keeps overall costs lower for our families and keeps your billing consistent. By paying tuition, you are reserving a space, time, and provider for your child for that month. In addition, you acknowledge that you have received, reviewed, and agree to the terms and conditions of this policy.

Payment Information

Tuition is due on the 1st of each month. Ten days prior to the first of the month, you will receive an invoice in the email account you provided from angie@uniquelywiredllc.com. You may pay through a link in the invoice via ACH transfer, debit, or credit card. Uniquely Wired does not accept cash or check payments. All payments must be made via the link provided and for the exact amount invoiced. If you do not receive your invoice, or have any technical issues, it is your responsibility to contact angie@uniquelywiredllc.com before the first of the month.

Payments made after the first of the month will result in a \$15.00 late fee. Two or more late payments will result in the termination of services. Services that are unpaid by the 7th of the month will result in a discontinuation of services and services will not be resumed.

Our policies ensure that we are able to provide stable and long-term therapy services for our students. We appreciate your understanding and support of our mission to provide high quality services to our community.

Cancellation Policy for Tutoring

Student Cancellation

Student cancellations are non-refundable for **any** reason and will not be made up. Please notify your provider as soon as possible if your child will be absent from therapy.

Our therapy providers commit their limited time to UWC and often travel great distances to serve our students. To retain these amazing providers, they are paid in full for student cancellations.

Provider Cancellation

If a provider has to cancel a session, your provider may offer a make-up session. If a make-up session cannot be rescheduled by the client or provider, you will be credited for the missed session on the following month's invoice at the session rate listed under "Services and Pricing".

Calendar

Uniquely Wired Consultants LLC publishes a calendar each year in January. We take into consideration holidays and build in extended breaks for our families, contractors, and employees.

Current calendars are always available on our website, emailed to you, and pinned in Tutorbird. Paper copies are available in the lobby.

Sick Policy

If your child is not feeling well or running a fever, please do not send them in for therapy. If they are not well enough to attend school that day, please plan to keep them home from their tutoring session that day as well. Please help us keep our staff and students healthy. "Sick" absences are non-refundable and will not be made up.

Inclement Weather

UWC closes for inclement weather if Rolla Public Schools closes, or if evening weather conditions are unsafe for students and providers to travel to the center. These types of closures are rare, non-refundable, and will not be made up. Inclement weather closures will be posted on our social media pages, Tutorbird, and emailed to parents.

Late Pickup

Families are financially responsible for additional time that includes late pickup. Late pickups are very inconvenient, disrupt the services of other clients, and cost extra payment to providers. A fee of \$1.00 per minute will be charged for late pickups. Late pickups of more than two per month will result in a discontinuation of services. Please be respectful of your provider's time and help us prevent a rate increase. If you are running late, please contact your child's provider.

Schedule Changes

Schedule changes may be requested in writing by the 20th of each month. Please note that our providers have limited availability and we have limited tutoring rooms. We understand that sports and other extracurricular activities are important for child development. Unfortunately, we simply do not have the capacity to accommodate

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everyone. If you discontinue services fully or partially, please know that your time slot is immediately filled from our waiting list. Scheduling conflicts with extracurricular activities after the first of the month are considered a “student cancellation” and will not be refunded.

Payment Policy for Therapy Services

The cost of therapy is as described in the services and pricing list. The guarantor is required to leave a credit/debit card on file for billing. Within 48 hours of the session’s completion, the card on file will be charged the session fee. There will be a \$10.00 fee charged for returned payments. All balances must be paid before a future visit will be held.

Cancellation Policy for Therapy appointments:

Sessions canceled by the provider for any reason will not be billed.

Should the client need to cancel their appointment, they should contact their provider directly with as much notice as possible. Same day cancellations will be charged a \$25.00 cancellation fee to compensate the provider for their time. Three or more cancellations during the calendar periods (January 1st-June 30th and July 1-December 31st) will result in a discontinuation of services.

Clients, please note that we have limited provider availability and it is unlikely that we can accommodate a schedule change.

Evaluation cancellations will also result in a \$25.00 cancellation fee.

General Policies and Procedures

- **Please use your parent account to access appointment information in Tutorbird. We highly recommend you add this web app to your homescreen to quickly view appointments. You can even cancel directly through the app and your provider will receive a notification. Please contact us if you need login assistance.**
- Providers are not permitted to transport students to or from tutoring sessions.
- If your child is not feeling well, please cancel your session for the safety of our staff and families. The session will likely not be effective if your child is not feeling well.
- Students are expected to be physically and verbally respectful to providers and others present in the building. Behavior that is disruptive to other students or providers will not be tolerated and will result in termination of the service contract, sessions will not be refunded.

- Students are not to bring pocket knives or other harmful items that could be used to harm others.
- Students may not bring items that could distract from the session.
- Notify Angie Fariole at angie@uniquelywiredllc.com of any student allergies or health needs. There is no nurse on staff at Uniquely Wired Consultants. Guardians of children with potentially emergent medical needs are required to stay on the premises to assist if a medical emergency should occur.
- If a medical emergency occurs during a session, the tutor is to call 911 first, then the parent to ensure the fastest medical care.
- For the safety of our students, our doors remain locked at all times. If you need to pick up your child early, please contact your child's provider or call 573-426-4264.
- Arrival:
 - **Please arrive at your child's session time. Your child's provider will greet you at the door at their scheduled time.** If your child's session time is 4:00 pm, please drop off at 4:00 pm and make sure that you leave your child with their tutor. Do not knock/bang on the doors before your child's tutoring time. Your tutor is likely tutoring another child and this is very disruptive to other students.
- Pick up:
 - Most sessions are 50 minutes long. **Please pick up your child on time.** Your provider will bring them to the door at the 50 minute mark. Please don't bang/knock on the door. Please come to the door to pick up your child as the parking lot can be very busy. *See "Late Pickup" policy.