

LMDSS Program Policies

Effective May 17th, 2024

Please contact the LMDSS head office to discuss scheduling and payment implications. Your teachers, therapist, or instructors are not responsible for scheduling, program costs, or payment collections.

Parents and Students need to be respectful of your teachers, therapist, or instructor's personal time. If you have been provided with a personal cell phone number, please curtail your use of only class attendance verifications.

CANCELLATION POLICY:

1) **Emergency Cancellations:**

LMDSS understands that life can surprise us and emergencies do come up on occasion, especially surrounding sickness, or last-minute school routine changes that are beyond a family's control and may require a last-minute cancellation or rescheduling of your LMDSS appointment.

2) **Non-Emergency Cancellations:**

LMDSS will require sufficient notice to manage all non-emergency session cancellations. Without sufficient notice, LMDSS cannot provide or reassign the cancelled timeslot to another family.

As a result, the following will be strictly enforced:

- **Non-emergency cancellations** require notice of **one full week (7 days)**. (**Note:** Notice of more than one week is appreciated if possible.)
- **Non-emergencies** include vacation, pre-planned medical appointments, family events, school events, parties, sports events, transportation, a general lack of childcare, or anything that is not considered an emergency.
- **Non-emergency cancellations** made with **less than one week's** notice will be subject to the **full cost** of the scheduled session. (**Note:** To families who receive external funding such as the At Home Program, Autism Funding Unit, CKNW, Variety funding, etc. whose regulations state that LMDSS can only bill the funder for sessions delivered the schedule session fees **are then the responsibility of the family.**)

- A “**No show**” cancellation, other than one that qualifies as an Emergency Cancellation, will be subject to the full cost of the scheduled session. (**Note:** *This also applies to families who receive external funding such as the At Home Program, Autism Funding Unit, CKNW and Variety funding, etc. whose regulations state that LMDSS can only bill the funder for sessions delivered the **cancellation schedule sessions are then the responsibility of the family.**) If there are more than three non-emergency cancellations in a three-month period, you may lose your spot in the therapist’s or teacher’s schedule.*
- **Please note** that the LMDSS cancellation and ‘no show’ policy applies to sessions taking place in person or carried out online at home or at schools. If your child’s school cancels a session or there is a ‘no show’ the family will be subject to a full schedule session cost.

3) LMDSS Cancellations:

If a session is cancelled by an LMDSS therapist, teacher, or instructor due to absence, weather, or any other reasons, **families will not be billed for the session.**

LATE POLICY:

Teachers / Instructors / Therapists have tight schedules.

- If you are more than 15 minutes late for your appointment and we do not hear from you, it will be considered a “no show cancellation” and you will be charged the full cost of the scheduled session.
- If you are late, your session time will be shortened. Due to client scheduling reasons, therapists and teachers are not permitted to go beyond the regularly scheduled end time.
- Sessions shortened due to client lateness will be charged at the full cost of the scheduled session.
- Repeated (two or more) instances of lateness may result in removal from the therapist’s or teacher’s schedule.

MAKEUP POLICY:

Make-up sessions are not guaranteed. Talk to your teacher/therapist directly about the possibility of scheduling a make-up session. It depends on the therapist’s or teacher’s schedule.

PARENT, GUARDIAN & CAREGIVER ATTENDANCE POLICY:

If a parent, guardian, or caregiver leaves the center or outdoor area while their student is in a session with our team, they must have a cell phone with them that is charged and in working

condition so they can be reached in case of an emergency.

Parents must be back on time to pick up their child. Our staff are not available to watch them if you are late.

TECHNICAL ISSUES POLICY:

Both LMDSS and the students must ensure their software and computers are kept up to date with the latest updates. Wi-Fi connections should be tested and confirmed prior to the class start time. Teachers/Instructors will ensure Zoom code expiry dates are still active weekly.

Teachers/Instructors will login ready to begin class by start time. If the student is not there:

- 1) Wait for 5 minutes and then contact the student for update on attendance.
- 2) Wait for another 5 minutes and try contacting the student again.
- 3) Wait for another 5 minutes and then proceed to document contact attempts with screen shots or legible photos (Zoom Screen, text messages and or call log) and email to head office immediately.

Students / Parents and or Caregivers will login ready to begin class by start time. If the teacher/instructor is not there:

- 1) Wait 5 minutes and then contact the teacher / instructor for an update
- 2) Wait for another 5 minutes and try contacting the teacher / instructor again
- 3) Wait for another 5 minutes and then proceed to document contact attempts with screen shots or legible photos (Zoom – waiting on Host screen shot, text messages and or call log) and email to head office – info@lmdss.com immediately.

Once the head office has the necessary documentation we will determine if students will be billed, and the teacher/instructor paid.

PROGRAMS IN SESSION:

As there are many programs going on in our center, we want to remind students and parents to use indoor voices so not to interrupt classes in sessions.

HANDY-DART

Students that take the Handy-Dart are responsible for planning their own pickups and arrival times.

LMDSS staff will confirm with Handy-Dart driver the person they are picking up and ensure they get on the correct buses.

All Handy-Dart buses are to park in either the marked handicap parking stalls or use the lane on the south side of the center for drop offs and pick-ups.

Parents should be made aware that if Handy Dart is early or late in dropping off or picking up your child and any of our LMDSS staff are forced to start early or stay late, a fee will be charged to the parents to cover the overtime that LMDSS has incurred.

PARKING:

All vehicles are to park in stalls marked **#108 or #109**. There is also parking in the lane on the southside of the building.

SPECIAL PARENT REQUESTS

Additional Support:

Sometimes, our teachers and instructors have been asked for additional materials for the school's support staff, etc. on a wide variety of subjects.

It is strictly up to the teachers, instructors, or therapists if they choose to support your request. Parents should be aware there are costs associated with the request (time, paper, ink, etc.) will be billed to the parents for these special requests.

Reserving Timeslots:

Requests to hold your timeslots, if a student cannot attend for more than one week, is something that LMDSS may not guarantee.

If parents want to keep the timeslot available while they are going to be away for extended periods of time, arrangements must be discussed **3 weeks** ahead of time with our **office staff**. Depending on the situation and scheduling the class time may need to be paid for to retain the spot.

INVOICE PAYMENTS:

Billing invoices must be paid by the invoice due date.

Any invoices that are overdue by 30 days will result in a late fee of 2%.

Invoices that are overdue by 30 days may affect the student's program schedule.