2021-2022 FAR General Policies

**General**

- Enrollment in programming at FAR is open to any person with a physical, intellectual, or emotional impairment regardless of age, race, color, sex, religion or national orientation.
- Regardless of age, any minor child or an adult requiring guardianship must have a responsible adult in the building with them during therapy sessions.
- For the safety and protection of our individuals, you must provide written authorization to the office for your child to be released to anyone other than a family member or authorized support staff, as in the case of carpooling.

**Therapy Times**

- Specific therapy times are scheduled for each individual and group session time. In consideration of both our therapists and other individuals attending the program, it is important that these scheduled times remain consistent. Changes to scheduled session times will only be made prior to the start of a new semester.
- To promote a safe and healthy environment for the entire FAR community, each therapy session will include a mandatory cleaning protocol.
  - 30 minute sessions: 25 minutes of direct therapy with the last 5 minutes dedicated to cleaning and disinfecting.
  - 45 minute sessions: 40 minutes of direct therapy with the last 5 minutes dedicated to cleaning and disinfecting.
  - Groups: all groups are now scheduled for 45 minutes with the last 10 minutes dedicated to cleaning and disinfecting.
- If an individual is more than ten minutes late for a half hour session or 20 minutes for an hour session, the session is considered cancelled.

** Cancelling Sessions**

- Please call the main office at 248.646.3347 to cancel any session. We request the courtesy of advance notice whenever possible. In the event of a last minute notification after 5:00 p.m., please send an email to your therapist or leave a message at Birmingham: 248/646-3347 and at Macomb: 248/525-5907.

**Missed Sessions**

- Private Sessions. Regardless of the number of sessions an individual misses per semester, one make up session will be provided. This make up session is to be held during make up week, which is scheduled at the end of the fall and winter semesters. No additional arrangements will be made for individuals who do not attend sessions they are entitled to during make up week. If a therapist cancels private sessions, or if sessions are missed due to weather related issues, the individual is entitled to either tuition or time credit for each session missed. Please see Refunds and Tuition Credits for details regarding this policy.
- Group sessions. Group sessions will only be rescheduled for make up if the therapist cancels or if there is a weather related cancellation. No reimbursement in the form of credits or rescheduled sessions will be made to individuals who do not attend group sessions that were held as scheduled.
- Special consideration will be made in writing to these policies in the event of an extended closure due to COVID-19 or other community-wide, state mandated health advisory.
TUITION, REFUNDS AND CREDITS

- Payment for each semester is expected in full at the time of registration. In some instances, arrangements can be made to pay in two installments. Contact the FAR office if you would like to discuss this option. FAR accepts cash, checks, Visa, MasterCard, and American Express and Venmo.
- Generally speaking, tuition and fees are not refundable. Refunds will only be considered if a group is cancelled due to insufficient enrollment or in the case of permanent withdrawals. In all cases, all requests for refunded tuition must be submitted in writing to FAR’s president and are subject to approval.
- Individuals are entitled to time or tuition compensation in the event of missed sessions due to therapist or weather related cancellations. Please discuss options for rescheduling the time with your therapist. If no workable solution can be made for making up the session time, a credit will be applied to your account. Please note, all credits must be submitted to the office by your therapist and are subject to approval.
- Accrued credits expire six months after their issue. Credited session time will not be converted to monetary reimbursement.

WEATHER OR BUILDING RELATED CLOSURES

- In the event of severe weather or a building emergency, FAR reserves the right to cancel sessions. Cancellations of this nature will be rescheduled for private or group sessions on-site. Credits will be applied to off-site programming.
  - Weather Related: FAR’s decision to close due to weather is made independently and will be communicated via the website and social media. Please check the website at www.FAR-therapy.org for updates regarding weather related closures. The decision to cancel morning sessions will be made by 8:00 a.m.; the decision to cancel evening sessions will be made by 2:00 p.m. Please note: some FAR locations may remain open when others are closed.
  - Building Related: In the case of unexpected building issues, such as power outages, you will receive a call from either your therapist or the FAR office. Please understand that the nature of these emergencies is often last-minute; advance notice will be provided as it is possible.

PHOTOGRAPHY AND VIDEOGRAPHY

- In respect to privacy rights of both our individuals and our staff, photos or videos of group or individual therapy is strictly prohibited. FAR also limits the use of photography and videography at FAR-sponsored performance events; in these cases, we earnestly request your compliance to printed or announced restrictions. FAR reserves the right to video sessions for staff training and evaluation, in which case you will be approached for informed consent.

DOCUMENTATION REQUESTS

- FAR provides documented progress reports for all individual and group therapy participants on a regular schedule. Please reply to email notifications of these prepared reports to receive a copy.
- If you are receiving services as part of the Child Waiver program, please request copies of annual and interim progress notes through your agency case manager.

CONTACT INFORMATION

- FAR Birmingham (including main offices) are located at 1669 W. Maple Rd. Birmingham, MI 48009. Office hours are M-F from 8:00a.m.-5:00p.m.
- FAR Macomb is located at 55355 Mound Rd, Shelby Twp., MI 48316
- Phone: 248.646.3347; Fax 248.646.4480
- Web address: www.FAR-therapy.org
- Email: FAR uses a first-initial-last-name naming convention for all employees. For example, John Martin’s email address would be jmartin@FAR-therapy.org.

EXTENDED CLOSURES DUE TO HEALTH ADVISORIES

- State mandated closures or advisories will be managed as they are issued. Information pertaining to these circumstances will be communicated to the FAR community in a timely manner.