



KINGSGATE SPEECH, LANGUAGE & READING

Hello Parents and welcome to a New Year!

Services begin next week on **Tuesday, September 24th**. Everyone should be securely scheduled. If there are any questions, please contact me.

By now students have begun their new school year. I hope the transition has been smooth. If there is anything that you would like to tell me about their new school year that concerns, interests, or delights you, I would like very much to hear about it.

For your convenience, the **updated calendar has been posted to my website**. Should you have any questions regarding scheduled vacations or holidays, please refer to the calendar. Because I have students from many school districts, clinic scheduled vacations may not line up with your child's. **Please let me know in advance if your child will be off at a different time as I will honor all vacations.**

All students will have a notebook that goes home with them each session. This serves as a ready avenue for feedback and includes any practice materials for the week. **Please ensure that your child brings this each session.** Typically, only students who are receiving literacy instruction will have "homework." Reading/spelling instruction requires intensity so it is extremely important that home practice is consistently accomplished. However, if there are tears or substantial push-back, please switch to a task where your child has had a great deal of success and then let me know so we can find a solution.

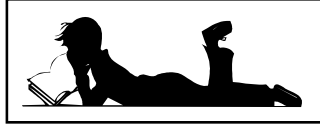
REMINDERS

1. **Please try to arrive on time and leave promptly when the hour is up to allow us to honor the schedule.** Parents are always encouraged to attend sessions, but not required. Many parents have younger children in tow so it may not be possible. In this case, **please join us for the last 10 minutes** so we can quickly connect. Students in high school often attend independently and we will count on them to communicate with parents, but please contact me if you have questions. And although I am hoping everyone arrives on time, there will be times of high traffic, unavoidable delays, or you may just be running late. In these instances, **your safety is much more important to me than your punctuality** so please sit back and relax.
2. If you are a parent sitting in, please be as non-intrusive as possible. Many of our students are distractible and the smallest interruptions can affect their learning. This means cell phones should be silenced, and please avoid making comments, including praise, as the feedback between the child and therapist is very intentional. For example, when we praise every step, the child is hyper aware when he makes an error and is ten times harder on himself. We want to be very matter-of-fact about these errors. Please let all feedback come from the therapist.

3. As most of you know, I have a prize basket. I let students know that I only require **good effort and a pleasant attitude**. Most of the children will stand on their heads to choose these silly toys and will routinely earn a trip to the prize basket. Occasionally there will be behavior issues and I may not send your child to choose a toy. The cardinal rule is *never reward a behavior that you do not want to encourage or continue*. We remind the children, “You’ll have another opportunity next time.”
4. Children do their best work when they are relaxed and comfortable. A nutritious snack can be helpful before coming. However, **only water bottles are allowed in the session**. No juice, coffee drinks, etc. Please make sure that hoods are off, cell phones are put away, and no fidget spinners or squeeze toys are present. I have one solid hour with the students and I do my best to eliminate any distractions that might interfere.
5. You may have questions for me about your student’s practice materials, school occurrences, schedule, etc. We can use the last 10 minutes of your child’s session to discuss things that come up. Arrive 15 minutes before the hour. **However, to remain on time for the next student waiting to be seen, please schedule a separate phone call, email, or meeting with me if you need more time**. I will most certainly want to address all issues. Sometimes there is a more pressing issue and a parent will ask that I end a session a little earlier that day so we can talk. That’s fine. But for the most part, I’d prefer to not use the student’s instructional time to accomplish this.
6. I do not have a designated waiting room. If you arrive early, please have a seat in the lobby. When it is your time, please wait at my office door. Remind children to wait quietly and walk quietly through the halls to respect ongoing therapy sessions in the surrounding offices. The minute my office door opens, you may walk right in and be seated.

I cannot say this often enough. I am completely humbled and honored to have this opportunity to work with your child. While I may be inching closer to retirement, I find this difficult to do as I continue to be passionate about this field and I truly adore each and every student.

*Kathy Boroughs, M.S., C.C.C.
Speech Language Pathologist
Kingsgate Speech, Language & Reading*



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PAYMENT POLICY

Sessions are 55 minutes long. Fees are \$130/session.

This year, beginning on the first day of services, I will be requiring a credit card authorizing *Kingsgate Speech, Language & Reading* to bill for all services scheduled for that month. Please see the attached authorization form. **For security purposes, please print the form, fill it out, and bring it to your first appointment. Do NOT email this to me.** Forms will be secured in a locked file. Billing will be transacted using Square which many of you are familiar with. Square is highly secure. No credit card information will be stored on any of my personal devices. **In the months that follow, credit cards will be billed on the 5th of the month for all sessions scheduled for that month.**

Please make sure that you can commit to all sessions once your child has been scheduled. Given a time slot has been reserved for your child, fees are charged for each of those reserved days in a given month whether or not the student attends. Consistency and continuity of attendance affects progress and the availability of time slots is limited and in demand. As such, there will be no credit for doctors' appointments, conflicting school or other activities. However, allowances will be made if weather conditions are particularly poor, or if driving is hazardous. If there is an open time slot on my schedule that week, I may be able to offer an alternative time, but this may not always be possible.

As a mother myself, I understand that children will get sick from time to time. Although you will still be charged for the missed session, I will look to find a make-up session for your child.

I have typically followed the Northshore School vacation schedule in the past years. However, students come from many school districts including private schools and your child may have a different vacation. If that is the case, you will NOT be charged for any missed sessions while your child is on vacation.

I have read and understand the terms of the *Kingsgate Speech, Language & Reading* "Payment Policy."

Signature

Date



KINGSGATE SPEECH, LANGUAGE & READING

Child's Name: _____

CREDIT CARD AUTHORIZATION

Name on Card: _____

Account Number: _____

Expiration Date: _____

Security Code: _____

Billing Address: _____

City, State, Zip: _____

Phone Number: _____

I authorize *Kingsgate Speech, Language & Reading* to bill the credit card listed above on the 5th day of each month for all sessions scheduled for that month.

Signature

Date

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