# THE JOY SCHOOL

## Tutoring & Speech and Language Therapy Services

## Policies and Procedures

**Tutoring Inquiries**

- All tutoring/therapy inquiries must be initiated via the online inquiry form on The Joy School website under the Other Services tab.
- Tutors/therapists will develop an individualized plan for the client based on parent concerns, testing (if provided), and informal assessments.
- Often, classroom teachers or therapists may recognize areas of difficulty unseen by parents, and their feedback will enable the tutor/therapist to better support the student.

**Scheduling, Billing, and Cancellation Procedures**

| Other Services | Hourly Rate and Fees | Inquiry Contact |
|---|---|---|
| Academic Tutoring | $130/hour | Contact: Laura Rodriguez, Educational Consultant |
| Speech and Language Therapy | $160/hour | Contact: Meredith Hibbetts, Speech-Language Pathologist |
| ISEE Test Prep | $150/hour + a one-time software licensing fee of $380 | Contact: Andrea Dorr, Reenrollment and Student Placement Coordinator |

- Tutoring charges for current TJS families will be added to the student's billing account in Finalsite. Families will receive an invoice around the 15th of the month via email that details the individual tutoring sessions. Still, the tutoring services will be automatically charged to the payment method on file in the student's billing account.
- Tutoring charges for non-TJS families will be billed monthly through QuickBooks. Fees are due on or before the last day of the billing month. Families will receive an invoice around the 15th of the month that details the individual tutoring sessions, which will include an ACH payment link. Families may pay by credit card, but a 3% convenience fee will be added to the invoice. Payments may be made by check, mailed to The Joy School, One Chelsea Blvd., Houston, TX 77006. ATTN: Accounting.
- Families are expected to notify the tutor/therapist directly if cancelling. If the tutor/therapist receives a message by the scheduled appointment time, there will be no charge. However, no-shows will be charged the regular tutoring/therapy rate for each missed appointment. Late pickups of 5 minutes or more will incur billing at the tutoring/therapy rate.
- Regular attendance is expected and necessary for tutoring/therapy to benefit any child. Tutors/therapists may opt to release a student's time slot if the student has excessive absences. The Program Coordinator must be notified in advance of this decision.

**Policies for Currently Enrolled Students at The Joy School**

- Parents of currently enrolled students may request tutoring/ therapy services, but should direct all inquiries to the Program Coordinator. Requests for specific tutors/ therapists will be honored when possible.
- Teachers/ therapists are not to offer tutoring/therapy for pay to their current students. In the rare situation in which this might be in the child's best interest, this arrangement must be approved by the Deans of Student and Family Support before tutoring begins.

**Drop-off/Pick-up Procedures**

- At drop-off, parents must walk their child into the building and check in at the front desk, where their license will be scanned. They must wait with their child in the lobby until the tutor/therapist picks up the child.
- Parents waiting for their child are expected to remain in the lobby for the duration of the tutoring/therapy session.
- At pick-up, if picking up during regular or after-school carpool, the parent must park and walk into the building to get their child to avoid disruptions to the carpool flow.