

**THE JOY SCHOOL
TUTORING AND SPEECH AND LANGUAGE THERAPY SERVICES
POLICIES AND PROCEDURES**

Update: COVID-19 In-Person Tutoring Policy

- Tutoring and therapy options (in person or online) are dependent upon the [COVID-19 color coded matrix](#) found on our [COVID-19 page](#).
- In-person tutoring/therapy may be provided if the COVID-19 matrix is orange, yellow or green. If red, only online tutoring is available. Outside students will be tutored off-campus until green.
- The Joy School cannot guarantee that tutors will be able to maintain six feet of social distance while tutoring.
- Tutors must cover their nose and mouth during tutoring sessions and should sanitize or wash their hands before and after a tutoring session.
- Clients should provide a covering for the nose and mouth of anyone above the age of two in the household who will be present in the room with the teacher.
- **All tutoring clients (and members of their household) must be able to answer NO to the following questions before meeting with their Joy School tutor:**
 - Have you, your child, or anyone in the household had close contact with a person confirmed to have the coronavirus in the last 30 days?
 - Does anyone in the home have a fever, sore throat, or cough, chills, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, congestion or runny nose, nausea, vomiting, diarrhea or any other symptom that might be associated with COVID-19?
- **Joy School tutors must be able to answer NO to the following questions before providing tutoring services to clients:**
 - Have you or anyone in the household had close contact with a person confirmed to have the coronavirus in the last 30 days?
 - Do you or anyone in your home have a fever, sore throat, or cough, chills, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, congestion or runny nose, nausea, vomiting, diarrhea or any other symptom that might be associated with COVID-19?

General Tutoring Policies

- All tutoring/therapy inquiries are initially handled via our online inquiry forms on The Joy School website under the services tab.
- Elyse Trusell, Program Director, will respond to all tutoring inquiries to discuss tutoring needs. Meredith Kaylor, Speech Language Pathologist, will respond to all therapy inquiries to discuss therapy needs.
- Parents may also contact tutors/therapists directly but must also fill out the online inquiry form for documentation purposes.

- Upon acceptance of a new client, the tutor/therapist and parent must fill out a tutoring plan form to be submitted to the Program Director.
- Tutors/therapists are responsible for the evaluation and implementation of an individualized plan for the client.
- Open communication and collaboration with other professionals are always encouraged. Often, classroom teachers or therapists may recognize areas of difficulty not seen by parents and will enable the tutor to better focus his/her efforts. Similarly, tutors can offer suggestions for modifications in the classroom, which may help the student to be more successful.
- Virtual tutoring services may be recorded for The Joy School's purposes of quality and supervision.

Billing and Scheduling Procedures

- The Joy School academic tutoring rate is \$90/hour, and the speech and language therapy rate is \$115/hour.
- Parents will be billed monthly via email by The Joy School accounting office. Fees are on or before the first day of the month after billing. Payments may be paid by auto-debit, credit or debit card, or 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 a message is received by the tutor/therapist by the scheduled appointment time, there will be no charge. However, no-shows will be charged \$50.00 per missed appointment.
- Tutors/therapists are expected to give advance notice and offer make up times to the client for all cancellations when possible.
- 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 Director 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 Director. Requests for specific tutors will be honored when possible.
- Teachers are not to offer tutoring 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 Dean of Students before tutoring begins.