



Tutoring & Speech and Language Therapy Services

Policies and Procedures

Tutoring Inquiries

- All tutoring/therapy inquiries are initiated via the 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 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 is always encouraged. Often, classroom teachers or therapists may recognize areas of difficulty unseen by parents, and their feedback will enable the tutor to better focus tutorials. Similarly, tutors may offer suggestions for modifications in the classroom, which may encourage student success.

Billing, Scheduling, and Cancellation 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 by The Joy School accounting office via an online parent portal. Fees are due on or before the first day of the month after billing. Payments may be paid by auto-debit (if currently enrolled), 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 and Program Director directly if cancelling. If a cancellation message is received two hours or more before the scheduled appointment time, there will be no charge. After one no-show, a \$50.00 fee per missed appointment will be charged. Late pickups of 5 minutes or more will incur billing at the tutoring 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 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 and Family Support before tutoring begins.

COVID-19 In Person Tutoring Policy Update

- Masks are optional for tutoring clients and tutors, but we do ask that clients self-screen for symptoms before tutoring sessions. This policy is subject to change based upon community conditions.

