

Sensory Fitness Program Policy

Program Objective:

The primary objective of the sensory fitness program is to promote sensory integration, physical fitness, and overall well-being among participants.

Program Structure:

The program sessions are designed to incorporate sensory-friendly exercises, activities, and games aimed at improving sensory processing, motor skills, coordination, and overall physical fitness.

Each session will be structured to accommodate the diverse needs and abilities of participants, ensuring a safe and inclusive environment for all.

Session Guidelines:

Clients are entitled to 5 sessions under the SDRC code. Any additional sessions beyond these 5 will incur a fee of \$30 each, which will be the client's responsibility to cover.

Sessions will begin at the scheduled time and end 5 minutes before the hour is up. This allows time for transition out of the designated area, time to complete the session, and time for handwashing.

If a client arrives after the scheduled start time, only the remaining time within that scheduled hour will be honored. *For example, if a client is scheduled for a 2:00 PM session but arrives at 2:20 PM, they will receive services only until 3:00 PM, amounting to 40 minutes of the scheduled hour.*

If you arrive late and decide not to continue with the remaining time of your scheduled session, it will be treated as a cancellation.

Staff Qualifications:

Facilitators leading the sensory fitness program are trained in sensory fitness techniques and strategies. They possess knowledge and skills in adapting exercises and activities to meet the needs of individuals.

While facilitators may have backgrounds in fitness training, recreation, or related fields, they do not provide therapeutic services or interventions typically offered by licensed healthcare professionals.

Participant Eligibility:

The Sensory Fitness program welcomes individuals aged 3 years old and up.

Participants with specific sensory needs or disabilities are encouraged to participate, with accommodations made as necessary to ensure inclusivity.

Collaborative Approach:

Parents/guardians are encouraged to collaborate with facilitators, sharing insights into their child's sensory preferences, and needs.

Each client is allowed to have one accompanying service provider present during their session. Please be aware that supervision of sessions via telehealth is not permitted.

Parents are expected to conduct themselves in a respectful manner.

Cancellation:

Cancellation requires a minimum of 48 hours notice for non-emergency cancellations and 24 hours' notice for emergency cancellations.

Makeup sessions can be scheduled within the same month, subject to availability if notified 48 hours before session time.

No-call, no-show appointments will not be eligible for rescheduling.

Missed sessions will not roll over to subsequent appointments.

If a client arrives 15 minutes or more after their scheduled session time, the session will be considered a cancellation. This session will not be eligible for a make-up session.

The client may continue the session if they notify us that they are running late. However, if tardiness becomes a recurring issue, this accommodation will no longer be granted.

Cancellation of Services:

If a client cancels services mid-month, Best S.T.E.P. Forward reserves the right to bill for any remaining sessions allocated for that month. This policy is necessary due to scheduling commitments made well in advance to ensure quality staffing and program consistency.

To initiate the end of services, the client's caregiver or designated San Diego Regional coordinator must notify Best S.T.E.P. Forward via email or through the Connect Teams application.

For example: If a client decides to end Sensory Fitness services October 12th, and only 2 of the 5 scheduled sessions have been attended, Best S.T.E.P. Forward will bill for the 3 remaining sessions.

Consistency and Fairness:

This policy is in place to ensure consistent and fair treatment for all clients.

Our instructors and staff allocate time specifically for each session, and missed sessions impact their schedules and other clients.

Agreement:

By scheduling a session with Best S.T.E.P. Forward, clients acknowledge and agree to this no-refund policy.