

## **Assessments Terms and Conditions**

1.0 If you have selected an OT Gold or Platinum package, this includes a school visit. In this case if you live outside of the boundary of the York ring road, your package will include a home visit and a school visit on the same day. If you live inside the boundary of York ring road, your package will include a clinic or home assessment as decided by your therapist and a school visit on the same day. It is the parents/carers responsibility to ensure the school are aware of the assessment process and will be co-operative with assessment dates and times. Therapists travel time and fuel costs will be incurred if travel is required outside of York ring road and this will be invoiced.

1.1 Once your assessment is complete, it takes up to 6 weeks for the report to be prepared. The therapist will send you a copy of the report once finished and will make any agreed amendments only once on the report. You will then receive a feedback call to discuss your report with your therapist to discuss clinical findings and outcomes.

## **2. Therapy/Intervention**

2.0 OT4me does not always offer set treatment blocks, as each child's needs should be individually calculated and tailored to in order to get the best therapeutic results.

2.1 Please note that all equipment, loaned or chargeable, is the sole responsibility of the person or persons with parental responsibility. If the equipment is damaged, the client or instructing party will be invoiced for the cost of a replacement.

## **3. Treatment/ Therapy**

3.1 A OT or ASI treatment/therapy session in our clinic/home or community setting is 45 minutes duration (recommended on current clinical dosage). The session price includes additional time to set up, pack down and clinical note writing. You will also receive a brief intervention report at the end of your therapy/intervention outlining progress and future recommendations.

3.2 It is the parent/carers responsibility to ensure the child leaves their appointment promptly as other clients will be waiting.

3.3 Aquatic therapy/treatment session located at better leisure Engergise centre York, is a 30minute appointment (recommended on current safety when using hydrotherapy pool environment), The session price includes additional time to set up, pack down and clinical note writing.

3.4 There is a lifeguard present during the appointment. You will also need to fill in a referral form to attend the leisure centre, these personal details will be shared with OT4me and leisure centre, to ensure safety of the individual accessing the aquatic therapy.

3.5 Parents must remain at poolside during the appointment.

3.6 If a session is terminated early for any reason, the session will be charged in full.

3.7 Treatment/Therapy sessions will be held in the best location for the client. This can be at the OT4me therapy clinic, the client's home, in the community or at any other location deemed appropriate by the therapist. Therapy environments generally need to be distraction free and have approved therapy equipment. Equipment belonging to others is their responsibility and should be regularly checked and replaced as needed, risk assessments should be provided by

the equipment provider. Aquatic therapy is held within hydrotherapy pool located at better leisure centre, Energise.

3.8 Any extra reports/programmes or equipment outside of agreed therapy quote, will be invoiced separately.

3.9 Attendance at case reviews and written reports/programmes can be provided at an additional charge including travel charges where appropriate.

3.10 Any consultation/administration outside of the allocated sessions will be charged in line with the pro-rata hourly rate for professional time, to the cost interval of 15 minutes. For example, this would include completion of benefit assessment forms, inter-professional liaison, telephone consultations. This would be charged at a fee per 15 minutes and will be charged in increments of 15 minutes if the call/work takes longer.

Applicable to both assessment and intervention

#### **4. Cancellation Policy and Late Arrival**

4.1 Please support OT4me to ensure chargeable cancellations are kept to a minimum by ensuring all family and staff involved in the client's care are aware of their responsibilities to communicate cancellations as soon as practically possible. Should the client be unable to attend a prearranged appointment, at least 48 hours' notice is required. If the client or instructing party is unable to give 48 hours' notice, you will be charged the full fee for the missed session.

4.2 If the client is able to provide enough notice (over 48 hours) we will endeavour to change the appointment time for you if possible.

4.3 Therapist absences –OT4me reserves the right to cancel assessment sessions or single sessions of therapy, if the therapist is ill. The therapist will endeavour to do their best to rearrange the session as soon as practically possible. You may be offered the appointment with another therapist.

4.4 Sickness - In the case of vomiting bugs, diarrhoea or contagious infectious diseases, OT4me operates a 48 hour from last symptom policy. It is at the discretion of the therapist providing treatment as to whether they continue to do so if they feel a child/young person/adult is too unwell to continue. Please note that OT4me may see other clients on the same day so will need to minimise risk of infection to other clients in this case. The 48-hour cancellation policy still applies to these circumstances.

4.5 Late arrival – Clients who are later than 15 minutes for their appointment may not be seen and will be charged fully for the missed appointment. Please notify OT4me as soon as you know you are going to be late. If seen for the session, the session will end at the scheduled time. If you are late, this time will be taken off the session and the session will still be charged for the full booked time.

4.6 Adverse Weather - In the event of adverse weather conditions, should the therapist remain fully operational and you are unable to attend a session, you will be charged 50% of the cancelled session fee. However, OT4me must be informed if you are not attending the session due to the weather.

4.7 You will have your last therapy date before session commence. It is your responsibility to inform the customer service team of any planned holiday dates in advance. When completing a block of intervention of 18 sessions the client is entitled to have two holiday breaks, 48 hours' notice is required without effecting your block of intervention. Over summer holidays, this extends to three holiday dates. Any further sessions missed for any reason will be charged and will not be added to the end of your block of intervention. This will be pro-rotta if block of intervention is longer than 18 sessions.

## **5. Responsibility / Liability**

5.1 Parents/carers must sign to agree that if they leave their child/young person, they take responsibility for any accidents when the child/young person are not with the therapist having therapy. An example of this would be where a child/young person insists on going to the toilet unaccompanied and falls. In most cases it is the preference of OT4me that parents are present for the sessions.

5.2 Siblings who are present during sessions are the responsibility of parents whilst at OT4me's assessment/treatment spaces. We ask that siblings refrain from interfering in the assessment room and therapy room as this can disrupt therapy sessions. Siblings are completing the responsibility of the parent /carer and OT4me will not be responsible for any injuries caused to them whilst on the property.

5.3 It is responsibility of the person with parental responsibility to inform therapists of any relevant medical information such as changes in medication, allergies, seizure disorders, etc. This should be done in writing/email with full details of any such changes.

5.4 Risk of injury – there is a possibility that the child could be at risk to injury during therapy sessions. However, implementation controls are put in place, for example, safety matting, equipment used is no higher than 1 meter high, the therapist will support the child safely within the therapy session. If the therapist feels that the potential harm outweighs the benefit of therapy, then therapy sessions would not be advised.

5.5 If the child is putting themselves or others in danger, it may be necessary to physically stop this behaviour. The therapist will inform you if this occurs. Therapists will use the least restrictive measures to manage behaviour.

## **6. Invoicing**

6.1 Prior to the initial assessment or therapy interventions, OT4me must be made aware of who is funding.

6.2 Payment for assessment is required prior to the first appointment. If payment is not received, the assessment will not take place.

6.3 Payment for intervention will be invoiced weekly.

6.4 Payments can be made by BACS (bank transfer) or STRIPE. Please enquire for further details or if you need further advice.

## **7. Payment via a Third Party**

7.1 Where payment is via an identified third party, payment is expected within 30 days of date of invoice. It is the responsibility of the client / parent to ensure this agreement is in place prior to the commencement of therapy.

## 8. Payment Failure/Payment Authorisation and Credit Card Storage

8.1 If payment is not received prior to the assessment, the appointment will be cancelled and you may be invoiced for the administrative costs.

8.2 If payment is not received for intervention, future sessions may be at risk of being terminated.

8.3 We hold the right to seek recompense for monies not received. This may include compensation.

8.4 Authorisation to Charge Credit Card: By agreeing to these Terms and Conditions, you authorise OT4me to securely store your credit card details. You grant OT4me the right to charge your credit card for any unpaid invoices or outstanding balances that may arise due to failure to make timely payments as per the agreed payment terms.

8.5 Storage and Security of Credit Card Information: Your credit card information will be stored securely in compliance with industry standards, including the Payment Card Industry Data Security Standard (PCI DSS). We will use encrypted payment gateways and security protocols to protect your information from unauthorised access.

8.6 Failed Payments and Consequences: If you fail to pay any outstanding invoices within the designated payment terms, you authorise OT4me to use your stored credit card details to collect payment for any overdue amounts. If any invoice remains unpaid for 30 days after the due date (the 'Grace Period'), you authorise OT4me to charge the outstanding amount to the credit card we have on file. If payment is not received by the end of the Grace Period, we will charge the credit card 30 days after the due date for the total outstanding balance, including any applicable late fees or penalties.

OT4me may charge your card at its discretion for the total amount owed, including any applicable late fees or penalties.

8.7 Revocation of Credit Card Authorisation: You have the right to revoke the authorisation to store your credit card details at any time by notifying us in writing. However, any existing outstanding payments or unpaid invoices must still be settled in accordance with the agreed terms, and we may continue to use the stored payment method until the balance is cleared.

8.8 Disputes and Chargebacks: In the event of a dispute or chargeback, you agree to cooperate fully with OT4me to resolve the matter. If a chargeback occurs due to non-payment or other issues related to the payment method, you may be liable for any fees associated with the chargeback process.

8.9 Privacy and Data Protection: We are committed to safeguarding your personal and payment information. All credit card details are stored and processed in accordance with our Privacy Policy, which you should review for detailed information on how we handle your data.

## 9. Additional fees

9.1 Travel costs are based on the suggested travel time of a route planner at a fee per hour and a fee per mile (0.45) and on a return basis, outside of York. Travel time is charged at £50 per hour.

9.2 Attendance at case reviews and written reports/programmes can be provided at an additional charge, including travel charges where appropriate.

9.3 As part of your package, you will receive a feedback call. This call provides an opportunity to discuss your report and address any questions you may have. Should you require any additional contact with the therapist, it will be charged at a rate of £100 per hour.

## **10. Documentation / Liaison / Confidentiality**

10.1 All correspondence including emails and telephone calls will be directed to our customer service team. This includes: booking, amending or cancelling appointments and any questions you may have throughout your journey with OT4me.

10.2 It is in the best interests of the client that other professionals involved in the care of the client are kept up to date with progress and intervention given by OT4me. It is your responsibility to make the therapist aware of any other professionals involved with the care of the client. You will be asked permission for information to be shared with professionals or other relevant parties. We will contact relevant agencies in the event of a safeguarding concern.

10.3 You must inform OT4me if the client is being seen, or has been previously seen by another professional.

10.4 OT4me complies with The Data Protection Act 2018.

10.5 OT4me writes notes and conducts all documentation related to the client on a password-protected computer. Paper notes are locked away in line with GDPR.

10.6 All our assessments and therapy sessions are recorded for training and monitoring purposes. This also is used to analyse the session to inform the therapists clinical analysis. All filmed materials is securely stored. We may ask permission to share videos/photos separately to these terms and conditions.

## **11. Compliments and Complaints**

11.1 OT4me Ltd is committed to providing a professional and high quality service to all our clients. We are always wanting to improve our services, therefore we always provide a feedback form to all our clients whom have used our services. This gathers compliments but also future recommendations on what the clients feel the service could offer.

11.2 If you not satisfied with a service you have received, we would like you to contact us. This helps us improve our client experience and improves our clinically delivery. Please contact us via [admin@OT4me.co.uk](mailto:admin@OT4me.co.uk) .

11.3 For full details of how to make a compliment or complaint please read our complaints and compliments policy which is available on our website [www.OT4me.co.uk](http://www.OT4me.co.uk)

## **12. Working Support OT4me Agreement Purpose:**

Roles and Responsibilities:

12.1 Families'/Carers Responsibilities:

- o Actively participate in program activities.
- o Communicate openly with OT4me staff.

- o Consistently attend sessions.
- o Provide feedback.
- o Share experiences.

#### 12.2 OT4me Staff's Responsibilities:

- o Facilitate sessions.
- o Create personalised plans.
- o Seek feedback and adjust interventions.
- o Maintain confidentiality.

#### **12.3 Boundaries:**

12.3.1 We value and respect all our customers and strive to provide the best service possible. To maintain a positive and productive environment, we kindly ask that all interactions with our staff remain respectful. This includes refraining from shouting, swearing, or sending inappropriate emails

12.3.2 Treat each other with respect.

12.3.4 Maintain privacy.

By signing this document, both the client and OT4me agree to be bound by the conditions listed above and the client consents to OT4me providing therapy services.

#### 12.4 Parent Notification about the Evaluation in Ayres Sensory Integration®

Your child may be tested using the Evaluation in Ayres Sensory Integration (EASI) as part of:

a clinical assessment,

a training program in the use of these assessments

a specific research project, about which you have received more information.

The Evaluation in Ayres Sensory Integration (EASI) tests are designed to assess developmental sensory integration foundations that support learning and behavior. The EASI consists of 20 tests designed to measure sensory perception, sensory reactivity, postural ocular and motor skills, and several aspects of praxis (also called "ideation and motor planning") abilities. The tests will include items that ask the child to imitate actions, to balance, and to draw and build some things. The tests also involve a variety of sensations, including light touch to the skin, presentation of a variety of sounds, rotation on a board or chair, and presentation of some scents. If your child may be allergic or very sensitive to any of these experiences, please notify the tester.

The EASI tests were administered to children and young adolescents ages 3-12 years of age, in many countries, so that we could identify a typical range of scores. Some background information is needed for scoring the tests, in order to compare your child's score to this range of scores. Your child's or family's name or identity will never be associated with this information. Note that your child's scores and non-identifiable information (e.g., age and country of residence) may be included in future studies and publications. \*

\* If you do NOT want your child's scores to be included, please contact [easi@cl-asi.org](mailto:easi@cl-asi.org)

If you have any questions, please contact the teste at [admin@OT4me.co.uk](mailto:admin@OT4me.co.uk)