



INARA CENTRE FOR REHABILITATION

POLICIES AND PROCEDURES

WELCOME TO INARA CENTRE FOR REHABILITATION!

We are dedicated to providing the best quality therapy services to children from the ages of 0 to 18, and to adults with some exceptions. Our children come in many shapes, sizes and ages and each one is special to us.

OUR MISSION

We exist for the children and their parents that come to us to help them assess, improve, treat and manage their special needs. Support families and caretakers with individualized programs. Treat every child as 'unique' in accordance with her /his specific needs. Support child and teachers at school.

Our Policies and Procedures:

- We provide 1-1 speech and language therapy, occupational therapy and behaviour therapy sessions. Each session duration is 45 minutes.
- We conduct assessments and also psychological counselling sessions, as per the needs of the clients. Assessments are also 45 minutes in duration.
- We also provide standardized diagnostic assessments. The duration of these, do vary according to the discipline and assessment criteria.
- We charge Rs. 750 for non- standardized assessments and the price of standardised assessments vary based on the assessment tool used.
- The charges for individual sessions are Rs. 650 / session.
- Group sessions- with a maximum of 5 kids in a group. Group sessions would be provided by OT, BT and ST services. The rate of a group session is Rs. 450/- for each kid who is a participant in the session.
- Kindly note that there will be a hike in the session charges by Rs. 50 every year across all disciplines at Inara, and you will be informed priorly of the same, before this is implemented.
- The clients who are on a regular therapy schedule, are expected to pay the monthly therapy payment in advance by the 5th of every month.
- We at Inara, have an open- door policy, and prefer if parents sit in the sessions and observe and learn, to follow through with the home program that they have been provided regularly.
- The sessions can be recorded by both the parents and the therapists, once consent has been taken from the concerned individuals.

Our Services:

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| ■ Speech & Language Therapy | ■ Feeding Therapy | ■ Neuro Developmental Therapy |
| ■ Oral Placement Therapy | ■ Auditory Verbal Therapy | ■ Play Therapy |
| ■ AAC Interventions | ■ PROMPT Therapy | ■ Sensory Integration Therapy |
| | ■ Occupational Therapy | |

ONLINE CONSULTATION & THERAPY AVAILABLE

- We have a policy in place, for last minute cancellations (maximum of upto 1 day prior to the session time). For such cancellations, we charge 60% of the session payment from the clients.
- Given the limited availability of slots on our schedule, we only schedule missed sessions when supported by medical documentation that the child was sick and could not attend their session.
- If the therapist is on leave, then the missed session will be rescheduled by the therapist based on the client's convenience.
- The rescheduled/ compensation session can also be conducted by another therapist, if the concerned therapist is not available during that time
- In the event that the client has presented adequate documentation but our schedule availability does not permit a rescheduled session, we will refund the cost of the missed/ cancelled session(s).
- When the centre provides fixed slots for the children, it is the duty of the parents to come for the sessions regularly. The centre will not be responsible for reminding the parents of the child's schedule.
- Our office timings are 9.30 am to 5.30pm from Monday to Friday. If you have any queries, kindly contact us during the above mentioned office hours.
- Once a child is provided with fixed therapy slots, requests for frequent change of slots by the parents, will not be entertained.
- At Inara, we also provide paid assessment, IQ testing , LD testing and progress reports, subject to client's requests. This is provided after 1 week of the request being placed.
- Please note that therapeutic intervention provides the child with a steady progress, provided that the home program is followed strictly by the parents. Thus, it is not magic, which happens suddenly. It is in fact, the output of the hard work of the child, the parents and the intervention team!
- If an intervention break is taken by the client for more than two weeks, they won't be able to retain the old slots and further sessions will be allotted based on the availability of the slots at the time of their return to therapy.
- Regular updation of the policies and procedures will happen based on the centre's discretion.