



**Janel A. Umfress MS, CCC-SLP, ET/P**

16 SOUTH OAKLAND AVE, STE 203 · PASADENA, CA 91101  
626 791 9675 · JANEL@JANELUMFRESS.COM

# General Policies & Procedures

**CONTACT INFORMATION** My telephone number with voicemail is 626 791 9675.  
My email is janel@janelumfress.com.

**SESSION INFORMATION** Language and educational therapy sessions are one on one with client and will be 50 minutes in length. Consultation time with parents can be scheduled upon request.

**OFFICE ADDRESS** 16 South Oakland, Suite 203, Pasadena, CA 91101

**CANCELLATIONS** Please call my office number to cancel appointments at least 24 hours in advance. Sessions canceled without 24 hour notice will be billed the full fee since that time is reserved exclusively for you. I understand that family emergencies and illnesses occur without prior notice.

**TRAVEL FEE** A travel fee will be assessed for sessions or meetings that require more than a 15 minute commute. The fee is \$15 per each 15 minutes.

**CONFIDENTIALITY** Any information concerning the contact or work between Janel A. Umfress and clients will remain confidential. Information will be provided at the request of the client to school personnel or other related professionals as appropriate. I will ask for you to authorize a release of information.

**FINANCIAL TERMS** Payment for Language and Educational Therapy Services is due at the time services are rendered. If circumstances make it difficult for you to meet these terms, please discuss this with me in advance.

*I understand and agree to all of the above policies and procedures.*

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**CLIENT SIGNATURE**

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**DATE**

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**PROVIDER SIGNATURE**

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**DATE**