



1607 16th Street • Suite 100 • Santa Monica, CA 90404

Policy Statement – Clients of Educational Support Services LLC

This policy statement covers all services performed by Carolyn McWilliams, Molly Bogad, and any other Education Therapists working under Carolyn’s direct supervision. Services performed by Launch Education tutors are covered by the Launch Education Group policy statement.

Relationship Between Launch Education Group Inc and Carolyn McWilliams (Educational Support Services, LLC)

Launch Education Group (“Launch”) and Educational Support Services, LLC (“ESS” or “Carolyn”) work together to provide services to their clients. ESS is owned by Carolyn McWilliams and offers educational consulting and educational therapy services. Launch and ESS share office space, clients (in some cases), and administrative functions. They discuss clients and strategies for helping their mutual clients on an ad hoc basis. Each entity supervises and is responsible for its own staff, tutors in the case of Launch, and educational therapists in the case of ESS. **Launch performs billing functions for ESS - clients are billed by Launch Education Group.**

While ESS professionals often refer clients to Launch for tutoring, regular extended meetings with the tutor are not included in fees paid by the client for Launch’s services. However, with client approval, it can be arranged to have tutors meet more regularly with ESS professionals to discuss strategies for addressing learning issues. Clients will be billed at \$125 per hour by ESS for these meetings to take place. Fees may be shared by Launch and ESS.

Carolyn McWilliams, M.A. and Educational Support Services, LLC

Educational Consultation and Educational Therapy

- Many clients choose to schedule Educational Consultation services to examine their child’s educational history and testing, to set goals, and to help them understand the strengths and challenges of their child in their learning environment. The Initial Consultation session is billed at the rate of \$300 per hour since it requires significant preparation time reviewing previous reports and report cards. Any follow-up Educational Consulting sessions are billed at \$180 per hour.
- There are two levels of rates for Educational Therapy. Work with Carolyn McWilliams is billed at \$180 per hour. Work with Molly Bogad or other Educational Therapy Associates is billed at \$125 per hour.
- School observations and conferences are billed at the regular session fees.
- Occasionally, there may be a fee for materials but only if discussed with the parents prior to purchase.
- IEP preparation is billed on an hourly basis, including transportation time.

Session Policies

- Educational therapy sessions are typically for 60, 90, or 120 minutes. After an initial consultation, during which goals will be set and parameters of our work together clearly delineated, sessions will take place at our office in Santa Monica, Molly’s office in Encino, or in client’s homes in special situations.

- Open and ongoing communication is very important. Therefore, there is no charge for a reasonable number of emails from students, parents, or other professionals discussing immediate concerns, nor is there a charge for periodic phone calls. For longer communication, an interim conference can be scheduled and billed at the session rate.

Financial and Cancellation Policies

In order to work with a family, we require either:

- A credit card and accompanying authorization to bill for services every two weeks; or
- A fully refundable deposit for five hours of lessons for each child (we will cash the deposit, and the deposit will be refunded at the conclusion of services); or
- A pre-payment for ten hours of lessons for each child (when the balance of the prepayment becomes less than two hours of lessons, a new prepayment will be required)

Clients will be billed on a bi-weekly basis for services rendered in the preceding two weeks, and the balance will be charged to the credit card on file. Our billing system is paperless - the receipt will be emailed to the billing contact, and the statement will be posted to your account in the "Parents' Portal". Please note that we cannot "split-bill" between two parents.

Clients that prefer to pay by check must provide a) a deposit of five hours of lessons, which will be cashed and is fully refundable or recoupable against final lessons in the event of termination of services, or b) a prepayment for ten hours of lessons, to be repaid when the balance becomes less than two hours of lessons, and the prepayment is fully refundable or recoupable against final lessons in the event of termination of services. Balances that remain unpaid for more than 45 days will be turned over to collections, and unpaid balances for check paying clients will be paid out of their deposit after 30 days. If you ever have questions about billing, do not hesitate to give us a call.

All cancellations must be made by 6pm the day before the scheduled tutoring session. Any session or consultation cancelled after 6pm the day before the session will still be charged in full to the client's account. The reason for this policy is that we could have, with more notice, filled that scheduled time slot with another client. Half credit may be given for a cancelled appointment in the case of emergency or illness, at our discretion on a case-by-case basis.

Child's Name

Parent(s) Signatures Date

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