

Whole Kids Co. Inclement Weather & Snow Closure Policy

Whole Kids Co. follows the weather decisions made by the school districts connected to each clinic location. The goal is to keep clients, families, and staff safe while keeping services consistent and accessible. Below is how closures, delays, telehealth, and communication are handled at both locations.

Clinic Locations

South Location – 3245 International Circle - Follows District 11 (D11)

When District 11 is CLOSED

- The South clinic closes for all in-person appointments.
- All sessions automatically switch to **telehealth for the entire day**.
- Department responsibilities:
 - **OT, PT, Speech, Counseling:** Contact families and send telehealth links.
 - **Psych/Testing:** Client Care Coordinator contacts families, explains what parts of testing can be done over telehealth, and sends the telehealth link.
 - **ABA:** ABA Office Coordinator contacts families and sends links.

When District 11 has a DELAY

- The clinic follows the district delay.
- Clinicians and families can decide whether to:
 - Switch to telehealth, or
 - Reschedule to another day/time
- Department responsibilities stay the same:

- **OT, PT, Speech, Counseling:** Contact families and send links as needed.
 - **Psych/Testing:** Client Care Coordinator contacts families, reviews telehealth options, and sends links.
 - **ABA:** ABA Office Coordinator contacts families and sends links.
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North Location – 11681 Voyager Pkwy - Follows District 20 (D20)

When District 20 is CLOSED

- The North clinic closes for all in-person services.
- All sessions switch to **telehealth for the full day**.
- Department responsibilities:
 - **OT, PT, Speech, Counseling:** Contact families and send telehealth links.
 - **Psych/Testing:** Client Care Coordinator contacts families, reviews telehealth testing options, and sends links.
 - **ABA:** ABA Office Coordinator contacts families and sends links.

When District 20 has a DELAY

- The clinic follows the district delay.
- Clinicians and clients can choose to:
 - Move the session to telehealth, or
 - Reschedule
- Department responsibilities remain the same:
 - **OT, PT, Speech, Counseling:** Contact families and send links.
 - **Psych/Testing:** Client Care Coordinator contacts families and sends links.
 - **ABA:** ABA Office Coordinator contacts families and sends links.

Telehealth Expectations on Closure or Delay Days

- Telehealth is the **default** when a district calls a full closure.
 - During delays, clinicians must still make sure services are provided by either switching to telehealth or rescheduling the appointment.
 - Families who cannot do telehealth should notify their clinician or the office as early as possible.
 - The cancellation policy stays in place unless administration says otherwise.
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Staff Communication Requirements

For Clinicians (OT, PT, Speech, Counseling, Psych)

- Contact all scheduled clients as soon as a closure or delay is announced.
 - Keep administration updated about any schedule changes.
 - **Required:** Clinicians must post their plan for the day (telehealth all day, telehealth in the morning, rescheduling, etc.) in the **North or South Scheduling Chat**, based on their clinic.
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Co-Treats and ABA Communication

If a Co-Treat Includes ABA

- The clinician (OT/PT/Speech/Counseling) must message in the North or South Scheduling Chat and **tag both**:
 - Bianca (ABA Office Coordinator)
 - Katelyn (Client Care Coordinator)

- Bianca sends the telehealth link for ABA co-treats.

If a Co-Treat Does NOT Include ABA

- Cotreating clinicians need to:
 - Communicate directly with each other
 - Decide who will send the telehealth link
 - Make sure **both Katelyn and the family** are updated
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Family Responsibilities

- Make sure all contact information is current.
 - Keep an eye on district announcements for weather updates related to their clinic location.
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Administration Responsibilities

- Christie or Yoselin will send an ALL STAFF Google Chat message when D11 or D20 announces a delay or closure, along with a reminder of the steps to follow.
 - They will also update social media with delay/closure announcements for families.
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Additional Details

- Weather decisions follow the school district tied to the clinic, not the family's home district.
- If roads are unsafe but the district stays open:
 - Clinicians may move their sessions to telehealth for safety, or

- Use PTO/Unpaid Time Off
- If weather worsens mid-day, Whole Kids Co. may announce an early closure. Remaining sessions will switch to telehealth.
- If an OT/PT/Speech/Counseling clinician cannot safely travel even when the district is open, they may move their entire caseload to telehealth for the day.
- ABA technicians must communicate with Bianca if they cannot safely drive to the office.