



ELIJAH SOCIAL COGNITIVE SKILLS CENTRE

Dr Debora Elijah PhD MA DEA BSc (Hons)

NEUROPSYCHOLOGIST

Web: www.deboraelijah.com

Email: pa@elijahsocialskills.co.uk

Tel: 07778 354 276

Elijah Social Communication Support Centre (ESCSC)

Reviewed and Updated: 04.04.2025

The Elijah Social Communication Support Centre (ESCSC) is founded and led by **Professor Dr Elijah**, a renowned expert in the field of social communication and therapy. The Centre operates under the direction of **Ms Nivin Jaber (Director)** and **Ms Zuwena Mohamed (Clinical Manager)**, who work alongside our team to ensure the highest standards of care and support for all children and families.

Our **Personal Assistant (PA), Nina Thompson**, is available to assist with scheduling, general inquiries, and coordination of services. For any information or assistance, please do not hesitate to contact us via email at pa@elijahsocialskills.co.uk.

By bringing your child to the Elijah Social Communication Support Centre, you are agreeing to the terms and policies outlined above. This includes our fees, session requirements, cancellation and rescheduling policies, and all other terms as set forth in this document.



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1. Fees and Payment Policy

A fee payment policy is in place to ensure the efficient collection of fees at ESCSC. We explain this in full during your visits and upon registration, but key points are outlined below:

Payment Terms

- Invoices are sent at the end of each month for the upcoming month's sessions.
- Payment is due by the specified date on the invoice.
- A one-week grace period is granted after the due date.
- After this grace period, a £20 daily late fee will be charged.
- Any anticipated delays must be discussed in advance with Dr Elijah.

Attendance and Session Changes

1. If your child misses a session due to illness or mitigating circumstances, we will aim to offer a make-up session, subject to availability, within the same term.
2. We require at least two weeks' notice for missed sessions to schedule compensation. Short-notice absences (under two weeks) may not be rescheduled or refunded.
3. Notice for half-term absences: We require at least two weeks' notice if you intend to miss sessions during school half-term periods.



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- Failure to provide this notice will result in the full charge for sessions missed during that time.
 - This is because our therapists' schedules and your child's individualised PROSCIG© program are planned a month in advance, including during school holidays when our services continue.
4. If you wish to increase or decrease session hours, two weeks' notice is required to allow appropriate planning of your child's PROSCIG© program.
5. To discontinue sessions, one month's notice is required. Failure to do so will result in a charge equal to one month's fees.

Package Commitment

- Clients enrolled in the 8-month package are expected to complete the full period.
- Early termination of sessions will incur a 2-month fee charge.

Reports

- Reports are provided every six months.
- Additional reports requested outside this schedule will incur a charge.

By attending sessions at the Elijah Centre, you are verbally agreeing to these terms and conditions.



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2. Compensation Policy

Effective from 1st April 2025

To ensure consistency and fairness, we provide the following guidelines for compensation sessions:

1. **Compensation sessions must be completed within the same term** and cannot be carried over.
2. Sessions will be scheduled **outside usual times** and are subject to therapist availability. The team will propose **available dates** for compensation sessions, and you will need to **choose from those dates**. These are the only available dates for compensation sessions.
3. If you are unable to arrange compensation sessions during the half-term break, we may be able to offer alternative dates during **term time**.
 - Please note that if you **do not agree to the proposed compensation date**, the session will be **cancelled**.
4. **No refunds or credits** are offered for missed sessions.
5. For children attending **more than 6 hours per week**, a maximum of **one week's worth of missed sessions** can be compensated per term.



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3. Lateness Policy

Timeliness is essential. If a child is late for an in-person session:

- The session may be shortened or rescheduled to avoid disruption.
- Please notify us as soon as possible if running late.

4. Cancellation Policy

- Sessions must be cancelled or rescheduled with 48 hours' notice.
- A 2-week cancellation policy applies to ongoing session changes.
- No-shows without prior notice will be charged in full.
- Exceptions are made only in cases of serious or contagious illness.

5. School Observation and Meeting Policy

As part of our support for your child's education:

School Observations

- One complimentary school visit is included per child.
- Any additional school observations will incur a £180 fee per visit.
- Observations are conducted by a qualified team member and may include a written summary.



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School Meetings (via Zoom)

- Zoom meetings with schools are offered free of charge.

This policy allows us to provide personalised, high-quality support while managing therapist time and resources effectively.

6. Sickness Policy Procedure

To maintain a healthy environment, we ask parents to follow these procedures:

- If a child becomes ill during the day, they must be collected promptly.
- Children with infectious diseases (e.g. diarrhoea, ear infection) must remain at home until 48 hours symptom-free.
- Children on antibiotics should stay home for the first 48 hours of treatment.
- Children with conjunctivitis must stay home for 24 hours after starting medication.
- Parents will be notified of any contagious illnesses identified at the Centre.
- All related equipment and areas will be thoroughly sanitised.
- We encourage parents to check regularly for head lice and inform the Centre if present.



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7. Sickness Policy – Fever and Diarrhoea

To protect the health of all children, families, and staff:

Fever

- Children with a temperature of 38°C (100.4°F) or above must stay home.
- They may return after 24 hours fever-free without medication.

Diarrhoea

- Children with two or more episodes of diarrhoea in 24 hours must remain home.
- They may return only after being symptom-free for 48 hours.

8. Medication Policy for Parents

To ensure safety, the following rules apply when medication is required:

Prescribed Medication Only

- Must be prescribed by a licensed healthcare provider.
- Medication must be clearly labeled with the child's name, dosage, and instructions.

Parental Consent

- A signed Medication Consent Form is required for each course of medication.



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Packaging and Storage

- Medication must be in original packaging with prescription label.
- Unlabelled, expired, or repackaged medication will not be accepted.
- Medication will be stored and administered by trained staff.

Non-Prescription Medication

- Only accepted if prescribed and accompanied by proper documentation and consent.

9. Progress Meetings with Dr Elijah

- Progress meetings with Dr Elijah can be requested by parents.
- Parents are entitled to a meeting every two weeks to review the child's progress, ask questions, and discuss any concerns.
- To schedule these meetings, parents must contact us at pa@elijahsocialskills.co.uk.



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10. Additional Paperwork Requests

From time to time, you may require additional paperwork from Dr Elijah, such as **DLA forms, school forms**, or similar documentation. Please be aware that the completion of such paperwork falls within the Centre's **time and workload**. We ask that you allow us adequate time to process such requests, and we will inform you of any additional charges or timeframes for completion.