



January 2026

# FAMILY NEWSLETTER

**Kidstart Pediatric Therapy**

## A message from the Owner



Shawn Chuang

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Happy 2-year anniversary to our Kidstart community! Thank you to all of our children and families for your trust, effort, and teamwork. Your dedication—both in sessions and at home—makes every milestone possible, and we're truly grateful to be part of your child's growth. We're excited for what's ahead as we continue to strengthen our team, expand our services, and support more families across our community. Thank you for growing with us.

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## What's New This Year ?

We are pleased to introduce our new Clinic Lead, Cherling, who will be supporting our Occupational Therapy (OT) department and families to ensure the continued delivery of high-quality care. With her joining, our OT team is stronger than ever.

Cherling will be actively involved in sessions while providing overall clinical oversight and leadership to the OT team. We consider her appointment a valuable addition to Kidstart.

### Introducing Our New OT Clinic Lead



**We are excited to share that  
Kidstart Pediatric Therapy is  
celebrating its 2-year anniversary.**

We would love to celebrate this milestone with our families, so please keep the date free.

- **Date: February 16**
- **Time: 10:00 a.m.- 2:00 p.m**

**What to Expect**

- Meet our staff
- Fun activities for children and families
- Snacks and refreshments
- An opportunity to connect and celebrate as a community

**RSVP for the Event**

To help us plan the celebration and manage attendance, we kindly request families to RSVP before February 12, 2026, using the link below.

<https://forms.gle/YiyaMKU8rcKgTpT79>

We look forward to celebrating this special milestone with you and your family.



## **FRIENDLY REMINDER – CANCELLATION POLICY**

### **Advance Cancellations**

Cancellations made at least 24 hours in advance of the scheduled session will not be charged.

### **Late Cancellations**

Late cancellations include those made within 24 hours of the scheduled session.

#### **Examples:**

- For a session at 1:00 p.m. on Tuesday, cancellation must be received before 1:00 p.m. on Monday.
- For a session at 10:00 a.m. on Monday, cancellation must be received before 10:00 a.m. on Saturday, as Sunday is a non-business day

Cancellations must be communicated during clinic business hours. Any cancellation received outside business hours or within the 24-hour window will be classified as a late cancellation.

In cases of late cancellation, the full session fee will be charged, regardless of the reason. When a session is booked, that time cannot be allocated to another client, resulting in a loss of income for the clinician. This policy helps ensure fairness to both families and clinicians.





## Important Update: Occupational Therapy Rate Adjustment

Effective March 1, 2026, the hourly rate for Occupational Therapy services will be adjusted to \$180.

This update reflects our ongoing commitment to delivering consistent, high-quality care for the children and families we serve. The adjustment supports therapist retention, continuity of care, and strengthened clinical leadership with the addition of our new OT Clinic Lead, ensuring enhanced oversight and service quality.

We recognize the importance of funding considerations and remain committed to supporting families wherever possible.



### Family Feedback & Service Quality

As part of our commitment to service quality and staff development, families may occasionally receive a feedback survey.

Your honest and unbiased feedback helps us evaluate our services, support our staff's professional growth, and ensure that your child continues to receive the best possible care.