Crossway's WELCOME

WORKING TOGETHER TO BRIDGE THE GAPS ON THE JOURNEY TO SUCCESS

Occupational Therapy
Speech Therapy
Physical Therapy
Feeding Therapy
ABA Therapy

Crossway Academy K-8

9111 MONROE RD. STE 100
CHARLOTTE, NC 28270

Visit our website
www.crosswaytherapy.com

Our number
704-847-3911

Welcome Packet

Mission

The mission of Crossway Inc. is to foster holistic development in children by providing collaborative, community- and clinic- based therapies that support the whole child and family through individualized care, guided by our 6 B's philosophy.

Vision

The vision of Crossway Inc. is to create a bridge for children with developmental needs—supporting them from where they are to where they dream to be—by delivering integrated, inclusive, and impactful therapeutic services that build confidence, independence, and lifelong skills.

History

Founded in 2004 by Shelley Dean, OTD, OTR/L, Crossway Pediatric Therapy emerged from a passionate practitioner's recognition of a pressing need for enhanced pediatric therapy services in the Charlotte area. Dr. Dean, armed with her expertise and a desire to make a difference, took the bold step of opening Crossway as a sole provider. This marked the inception of a journey dedicated to supporting families and children with special needs.

The name "Crossway" was carefully chosen by Dr. Dean to encapsulate the transformative journey undertaken by families and children facing unique challenges. The image of a bridge serves as a powerful symbol, representing the child's path towards realizing their dreams and achieving independence, given the appropriate supports. This visionary approach laid the foundation for what Crossway Pediatric Therapy stands for today.

From its humble beginnings, Crossway has evolved under Dr. Dean's guidance, growing from a sole provider practice into a thriving multidisciplinary team. The office has expanded to encompass over 10,000 square feet of therapeutic space, a testament to our commitment to providing comprehensive and effective services.

Fueled by the unwavering support and dedication of our therapists and specialists, Crossway Pediatric Therapy has continued to grow in response to the evolving needs of the Charlotte area. This growth extends beyond our clinic walls, with the establishment of Crossway Academy and Crossway Middle School, demonstrating our dedication to addressing the varied needs of children at different stages of their development.

At Crossway, we believe in the power of collaboration and innovation. Our team employs multidisciplinary and educational approaches to facilitate the achievement of desired goals for each child and their supporting family. This commitment to holistic care has led to our recent partnership with Mecklenburg County Schools PreK program, where we proudly host a Meck PreK classroom within our clinic and school.

As we reflect on our journey, we remain steadfast in our mission to provide exceptional pediatric therapy services, empowering children to navigate their unique paths towards a future filled with dreams and independence. Crossway Pediatric Therapy is not just a clinic; it is a community dedicated to fostering growth, resilience, and the pursuit of a brighter tomorrow for every child we serve.

Our Philosophy- The 6 B's Framework

At Crossway, we nurture the whole child through our holistic, evidence-based approach:

- Brain – Cognitive development and neuro integration
- Body – Strength, endurance, mobility, and sensory regulation
- Behavior – Emotional regulation and adaptive behavior
- Belonging – Social connectedness and inclusion
- Building Blocks – Foundational life and learning skills
- Balance – Integration of therapy into daily life across all settings

Therapies and Services

- Occupational Therapy
- Physical Therapy
- Speech-Language Therapy
- Feeding Therapy
- Applied Behavior Analysis (ABA)
- Learning Support
- Crossway Academy (Therapeutic Private School)

Therapy Process

Families receiving services in the clinic, we ask that you arrive 5-10 minutes before your appointment and return to pick up your child at least 15 minutes before the completion of his/her session. It is important to the therapists at Crossway to provide the best treatment possible to each child and must therefore adhere to his/her schedule. If at any time you feel as though you have not received enough information about your child's treatment session or overall treatment plan, please talk with your therapist and set up a family conference.

If your child is attending a 60 minute treatment session it will typically be laid out as follows:

- 1–5 minutes — Therapist will ask about the child's week and inquire about any changes in schedule, difficulties outside the clinic, affects of prior treatments, and other pertinent information.
- 45–50 minutes — Your child will receive about 50 minutes of skilled therapy
- 5–10 minutes — The last portion of the session the therapist may ask you to observe the child and/or discuss the overall treatment session. At this time the therapist will typically provide strategies and/or "homework" to translate treatment activities across settings.

Many parents and guardians find it very beneficial to come to each treatment session with a notebook and pen to record information provided by the therapist. Throughout your child's time at Crossway you should expect to receive various hand outs, homework assignments, resources, home exercise programs, etc. Crossway is here to address the needs of each child; however, strategies and activities must continue within the home and community for your child to reach his/her highest potential.

Insurance and Financial Policy

Insurance Information

We accept all major insurance carriers. Please note that individual coverage varies based on your specific plan.

Insurance Information

- You are responsible for all amounts not covered by your insurance, including deductibles, co-pays, co-insurance, and any non-covered services
- Payment is due at the time of service
- Track remaining authorized visits if your plan has a cap
- Notify us of any changes in coverage within 24 hours

Late Payment Policy

- Unpaid invoices after 30 days incur a 1.5% monthly interest
- $25 fee for returned checks

Cancellation Policy

- Cancellations within 24 hours = $55 fee, unless rescheduled
- No-shows = full session fee
- Excessive cancellations/no-shows may result in discharge

Medicaid Attendance Policy

- Weekly visits: 1 missed/month allowed
- Twice weekly visits: 2 missed/month allowed
- More than the allowed absences = loss of scheduled time or placement on waitlist

Consent and Communication Authorization

By Signing the consent form, you authorize:

- Crossway to provide skilled therapy services
- Contact via phone/email for scheduling or clinical follow-up
- Coordination and release of records with other providers as needed for treatment
- Direct billing of private insurance and/or Medicaid

Feeding Therapy Process

- Uses SOS Approach to Feeding (Toomey)
- Treats oral motor deficits, sensory aversions, dysphagia, and failure to thrive
- Includes individual and group sessions with caregiver training and support

ABA Therapy Services

- Individualized Applied Behavior Analysis plans for children with autism or behavioral needs
- Focuses on skill acquisition, communication, behavior reduction, and caregiver training
- Services provided by BCBA-supervised team including RBTs

Crossway Academy

- Therapeutic academic setting for children ages 5–14
- Small-group instruction with licensed special education teachers
- Designed for children needing alternative learning and social environments

Contact Us

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Charlotte, NC 28270

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Websites:
www.CrosswayTherapy.com
www.CrosswayAcademy.com