



## **Attendance Policies**

### **Illness Policy**

As we provide services to multiple clients in various settings throughout our week, many of whom may have weakened immune systems, it's important for us to take an abundance of caution to avoid the spread of illness. If the client has had a fever, vomiting, or diarrhea we will not be able to provide service until symptoms have subsided for at least 24 hours.

Please let us know in advance if client has non-allergy related symptoms such as coughing, sneezing, runny nose, rash, or any other symptom that could be indicative of a contagious illness. Though the presence of these symptoms may not require a cancellation or reschedule of services, it is important for the therapist to be aware beforehand and make their own judgement call.

We ask that all families/client follow CDC guidance in regard to Covid-19 exposures, positive tests, and symptoms.

### **Cancellations/No-Shows**

Consistency is a vital part of therapeutic services in order to build and maintain a therapeutic relationship and make progress toward goals. For this reason, we have the following policies in regard to cancellations and no shows.

We request to be notified as soon as possible (ideally no less than 24 hours in advance), in the event of a cancellation. This allows us to give other clients the opportunity for make up or extra sessions. However, should there be an emergency situation or illness occur less than 24 hours prior to the session, we ask that you notify us as soon as possible.

If the client accumulates 3 cancellations or no-shows within a 3 month time period, it will be at the discretion of the therapist to:

1. determine if schedule changes need/can be made to increase attendance or
2. if services need to be put on hold until services can continue on a consistent basis. If client services are put on hold, client will be placed back on our wait list.

Any cancelled session that is made up within a reasonable time period will not be counted against the client.

**Private Pay Clients: In the event of a no-show, the client will be responsible for the full session fee, due before the next scheduled session.**