



CANCELLATION POLICY
EFFECTIVE JULY 1, 2022

Clients are expected to attend scheduled sessions on time. A late cancellation or late arrival appointment delays our ability to provide care for our clients. Since your appointments involve the reservation of time specific to your child, out of respect for your therapist and our other clients, **a minimum of 24 hours' notice is required when cancelling an appointment.** We appreciate more than 24-hour notice when possible, so that we can make that time available to another client waiting for services. A late cancellation hurts your child's therapy progress, your therapist's time, and another client who could have potentially utilized your time slot.

We understand emergencies happen and children can be unpredictable. We ask for your prompt communication in these instances. As a reminder, you can always request a reschedule with your therapist to avoid being charged or switch an in-person appointment to virtual if you cannot physically come to a session due to transportation, weather conditions, or parent/sibling illness.

Cancellations

Definition: A cancellation is any appointment cancelled by phone, email or in-person at least 24 hours prior to the scheduled appointment. An appointment that is rescheduled within 2 weeks is not considered a cancellation. The best way to communicate a cancellation is directly to your child's therapist.

No-Show/Late Cancellation

Definition: A no-show is when there has been no contact with the agency for a missed appointment. A late cancellation is when we have not received at least 24 hours' notice prior to the scheduled appointment, and the appointment was not rescheduled.

Illness

Definition: Children showing any of the following symptoms should not attend in-person services: fever, vomiting, sore throat, headache, chills & fatigue, body aches, persistent cough, diarrhea, skin rash, pink eye, trouble breathing, or yellow/green nasal secretions. Children must be free of the above symptoms, or on prescription medication for a minimum of 24 hours before resuming scheduled appointments. In the event that your child has allergies or is recovering from an illness, we would request your child wear a mask that week to therapy. Please feel free to switch your appointment to virtual or request a reschedule if you are unsure if your child is well enough to come in.

Late Arrival

Definition: Arriving more than 10 minutes after the scheduled start time of an appointment constitutes a late arrival. Therapists typically cannot make-up this time as they are booked with back-to-back sessions that start on the hour.

Cancellation Policy

Regular attendance for all therapy appointments is expected to provide the highest quality of care to our clients. Children and families have set schedules for individual sessions each week. Should a child/family not be able to keep their appointment, the Outpatient Clinic must be notified immediately of the cancellation.

Appointments missed without prior notice (less than 24 hours) will be entered as a “no show” unless they are related to an illness (per the illness policy) and will result in a \$60 charge to the family for the session to make-up for the therapist’s time. **To avoid this charge, a family may schedule a make-up session within 2 weeks of the missed appointment.**

After 2 “no-show” appointments, a client will lose their scheduled appointment slot and be placed on the waitlist. Consistently arriving late to your appointment (more than 10 minutes) will also put a client at risk of losing their slot. An individual cancellation rate of more than 20% may result in a child losing their scheduled appointment time. Extreme family circumstances should be brought to the attention of the Director.