

ATTENDANCE POLICY

Our counselors are scheduled a week or more in advance and we have long list of people waiting to be seen, so we actively manage our appointments to fill cancellations with clients from our wait list to ensure everyone can be seen as quickly as possible.

- We understand that unforeseen events may occur, but if you are unable to make your appointment, a **24-hour advanced notice** is required so that we can offer that time slot to someone waiting to be seen.
- If you arrive more than **10 minutes** after the start time for your appointment, your counselor may choose to cancel the session and may consider it at Late Cancel/No Show.
- If you No Show (*fail to show up for an appointment and do not contact your counselor or our office to cancel*) or Late Cancel (*fail to provide 24 hours advance notice for a cancellation*), then all future appointments may be cancelled, and you may be placed back on the waitlist or moved to a counselor-availability only basis.
- If you have 3 canceled appointments of any kind during a 3-month period, all your future appointments may be cancelled, and you may be seen on a counselor-availability only basis or potentially be unable to schedule any future appointments with any of our counselors.
- If you cancel your appointment and you are able to reschedule within the same week as your initial appointment, it will **NOT** be considered a cancellation.

Client signature: _____ Date _____

Responsible Party Signature: _____ Date _____