

Cancellation Policy

A cancellation policy is common practice for most health-related appointments to respect the time of the professional treating you and to respect the time of other clients who may be waiting for an appointment. ***When you schedule an appointment, you are paying for a reservation of time made specifically for you.*** So that you are clear on what can happen in the event of your decision to cancel an appointment, please take time to review the following:

1. Cancellations made with more than 24 hours notice will not be charged.
2. For cancellations less than 24 hours, a late cancellation fee will be charged and is due prior to booking a subsequent appointment - an appointment can rarely be filled within his short time frame.
 - a. The fee can be waived if the appointment is rescheduled the same week **and** providing the therapist has an appointment available.
 - b. It is at the discretion of your therapist to sometimes waive the fee for the **first occurrence as a courtesy only** and a gentle reminder of the policy may be given.
3. For appointments where no cancellation is given (i.e. "no show"), the full rate will be charged.

****Please note that insurance companies will not cover missed appointments or late cancellation fees.****

4. Any outstanding balances will be invoiced to the client's home address if there has been no attempt to send payment following notice or reminder.
5. To remain consistent with all clients, exceptions to late cancellation fees will only be granted in situations of serious illness, critical emergency, or an extreme weather event that prevents travel.
6. If a client has a cough, cold, or flu-like symptoms, the client is asked to reschedule the appointment for a future date, preferably with more than 24 hours notice when possible. A late cancellation fee will not be charged in these circumstances.
7. Circumstances sometimes occur where continuing counseling becomes a challenge. If there are more than 3 consecutive absences, we will review whether continuing psychotherapy is appropriate or if a break of certain length is required.
8. There may be an occasion the therapist will need to cancel the appointment on the day of due to illness or exceptional personal circumstance. An attempt will be made however to notify you at the earliest available opportunity. You will not be charged in these instances.
9. Upon request, an e-mail can be sent advising you of your next appointment.
10. Upon request, you may have a copy of this policy.

Late Arrivals

To respect the time and schedule of your therapist and other clients, the client is free to retain his/her appointment for the time remaining of the scheduled appointment. Please note the full fee will be charged.

If your therapist is late for an appointment, the schedule can be adjusted to accommodate the full hour if time permits. Alternatively, the fee can be adjusted to reflect the duration of

the session if an hour timeframe is not feasible, or the time can be made up at a later appointment.

Third Party Clients

No missed session will be charged to a third party. In the case where no cancellation is given, the client will be responsible for paying for the session at the full hourly rate. For cancellations less than 24 hours, a late cancellation fee will apply.

EAP Clients

A session with less than 24 hours cancellation will count toward one of your available sessions covered by your EAP provider. The only exception is if the client reschedules the same week and providing the therapist has an appointment time available.

Personal Information and Privacy

Your personal information is gathered for the purposes that are in the context of the therapeutic relationship and steps are ensured to keep your personal information private. You are invited to speak with your therapist about such measures in place. Occasionally, third-party contractors may have access to your personal information for business management and/or accounting and billing related purposes only. They are expected to be familiar with the handling of private and confidential information. Requests to obtain your personal information by any third party (including family members) will not be given without your verbal or written consent (the latter obtained in most cases) unless one of the exceptions applies as indicated in the **Informed Consent**.

The **College of Registered Psychotherapists of Ontario** has developed regulations and **Professional Practice Standards** under the *Psychotherapy Act, 2007* by which members of the College are expected to abide by and are enforceable by law. Such standards include client confidentiality, informed consent, and record keeping. If you wish to have more information about the standards, you may visit the College website at www.crpo.ca.