CEDAR TREE COUNSELLING -ATTENDANCE POLICY

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Purpose of the Policy

Regular, consistent, in-person attendance and participation is required in order for the therapeutic process to work. Once a counselling session is scheduled, that appointment is reserved specifically for you. We expect you to attend sessions scheduled by your counsellor except in the event of sickness, holiday or emergency.

Due to the demand for our services, we have a lengthy waiting list. Clients who are unable to maintain regular sessions limit our ability to offer appointments to someone else who needs counselling. This document sets out what you need to do if you can't attend your session and how we manage cases where you cancel at short notice and/or frequently cancel sessions. These policies are necessary to ensure we make the best use of our limited resources to help many people as possible.

Cancellations

- We require that you give at least 24 hours' notice if you are unable to keep your appointment. It is best if you phone us; however we also accept cancellations by text message. If your usual counselling session is on a Monday, any cancellation must be communicated to the Centre by the Friday before your appointment, as the Centre is closed over the weekend.

- If you give less than 24 hours' notice of cancellation, this will be classed as a **late cancellation,** and you will be required to make your usual contribution for the session you cancelled. The only time this will be waived is in the event of serious or contagious illness, an emergency situation arising, or extreme weather.

Non-attendance (DNA's)

- Initial assessments: an offer of an appointment will be sent out by text message or telephoned. You must respond to this within 24 hours to either accept the appointment or request an alternative. Up to 3 appointments will be offered where necessary. If you do not attend the arranged appointment without notifying us, you will be removed from the waiting list and will need to reapply. Discretion may be used if there are exceptional circumstances.

- When you are in regular counselling, if you miss your appointment without contacting the centre, this will be classed as a DNA (Did Not Attend). You will receive a text message informing you to contact the centre within 24 hours of the next working day. If we do not hear from you within those 24 hours, we will remove your details from our client list. You will need to reapply and will then be added to the waiting list.

- If you get in touch within 24 hours and resume your counselling, you will be required to make your usual contribution for the missed session, prior to the session.

Late Arrival

- If you arrive more than fifteen minutes late **without prior notification**, you may not receive counselling that day. Sessions that begin late will still end at your scheduled appointment time. If you are making payment on arrival, please allow time to do this before your session.

Holidays and Planned Absence

- We recognise that clients will take holidays during the year. Holidays must be discussed and agreed with your counsellor in advance and may total no more than five weeks in any year. Your usual contribution will not be required for an agreed holiday absence. TLC cannot routinely hold a counselling space open for additional breaks or extended periods away from counselling.

Other reasons why we may terminate your counselling

- Cancelling **four** scheduled therapy appointments or **Two** "DNAs" within a six-month period is grounds to terminate your counselling. You will need to reapply to join the waiting list.

- **Two** DNAs and/or cancellations with less than 24 hours' notice within a block of six sessions will result in your current counselling contract being ended.

- Regular and frequent absences, even where you give notice. For example, "taking a break from counselling" during extended school holidays such as in summer, unless you continue your contributions throughout your absence.

- Not contributing regularly to the cost of your counselling or in the amount you have agreed to pay.

Exceptions to these policies due to extenuating circumstances will be reviewed by a member of the management team on a case-by-case basis.

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