

**Updated Cancellation Policy Therapy Lab of OC**

**Late Cancellations**

Include any cancellation under a 24-hour notice.

**No-Show**

Includes when a client does not show up to the session after waiting 15 minutes.

**Cancellation**

Is anything over a 24-hour notice.

At the Therapy Lab of OC, our cancellation policy applies both when working at the clinic and virtually from home. We deeply value you as a part of our team and it is our hope that you will understand the necessity of having such a policy in place. It is important to understand that Therapy Lab does not get paid when most of our clients cancel and/or no-show, resulting in a loss of income for the business.

Any cancellation in which a client gives a 24-hour or more notice is taken off the schedule and the employee is not compensated. The employee is responsible for checking Simple Practice for cancellations/schedule updates prior to their shift. However, most of the time Kristin will send you a message to let you know.

If your first or last client late cancels at the clinic, they will be taken off the schedule without compensation, meaning your shift may start or end earlier. When working at the clinic and facing a late cancellation, you are expected to continue work, which may include prepping progress reports or evaluations for Easterseals clients. Proof of work completion is necessary to receive payment during cancellations. There is also a basket in the reception area with odds and ends that can be completed.

When working from home or in the office, you are expected to call the parents after waiting 5 minutes if they have not shown up for a virtual session. When working in the office, you are expected to notify Kristin and/or call the parent after 5 minutes of waiting. The parents’ contact information can be found in Simple Practice.

For virtual work from home, any late cancellations will not be compensated unless agreed upon by the CEO, Kristin Bruning. It is crucial for employees to understand the financial impact of cancellations on the business. If a client does not show up for the virtual session after 15 minutes, they are considered a no-show. In the case of virtual no-shows, you will be compensated for the 15 minutes that were spent waiting for the client when working from home.

For virtual no-shows when working in the office, after waiting the 15 minutes, you will be expected to begin office work/prep Easterseals progress notes/re-evaluations. Evidence of work will need to be provided for compensation.

Employees are expected to support the company during these times, as the company supports them. Please respond that you have received this notification. Thank you for your support of Therapy Lab!

Best,

Kristin Bruning