



## Cancellations

1. If you are aware of planned absences (e.g., vacations), it is appreciated if you let the front office staff aware at least one week prior to the absence.
2. A **24 hour** advanced notice of any cancelled session is required.
3. However, we understand that unforeseen circumstances arise. We must be notified as soon as possible if a session needs to be cancelled. This will typically be due to an illness or family emergency.
4. Late cancellations may be categorized as “no show” appointments. Please see that section for more details.
5. Please call **269-250-8200** to notify us of any session cancellation or scheduling issue. Even though our office may be closed we do receive the messages in a timely fashion.
6. Notification of absence concern will be sent to parents and copied to the funding source according to the table below. Utilization will be calculated on a rolling three month calendar.

Absence Notification	Percentage of Utilization
1st letter of concern	Below 80%
2nd letter of concern	Below 70%*
Meeting with Director	Below 65%

\*A treatment plan meeting will be scheduled at this point.

In cases where absences are due to an extended or chronic illness or health condition, modifications may be made to this notification table.

## No Show Appointments

1. If we have not been notified that you will be late and you do not arrive within 15 minutes of session starting, this will be considered a “No Show” appointment, and your child’s ABAT will be reassigned. There will be a \$25 charge for each no show.
2. If a child has three “no show” appointments in a rolling one month period, you will need to meet with a director before continuing sessions. At this time, care may be discontinued.

