

Inclement Weather and National Security Emergency Policy

Policy SMB2023.0422c

Our policy for clients who are unable to attend their scheduled appointment due to inclement or extreme weather or a national security emergency prioritizes the safety and wellbeing of both clients and staff. We recognize that unforeseen circumstances may arise, and we want to ensure that our clients receive the care they require with as little inconvenience or financial burden as possible.

Clients are required to use our website's contact page to inform us of their inability to keep an appointment. The contact page contains a form that clients can use to provide their name, contact information, appointment details, and a brief explanation of why they cannot attend the appointment. This ensures that we have a centralized and organized method for tracking notifications and that the message is received and processed as soon as possible.

Once we receive notification through the contact page, we will confirm the appointment cancellation or rescheduling as soon as possible. We will also provide the client with any additional information they may require, such as scheduling instructions for a virtual consultation or session.

If a client is unable to keep an appointment due to inclement or extreme weather or a national security emergency, no cancellation fee will be assessed. We recognize that these circumstances are beyond the client's control, and we aim to alleviate any resulting financial burden.

Clients will be able to reschedule their appointment to the next convenient time slot. We will work with each client to find a convenient appointment time, and we will strive to meet their needs as much as possible.

If an appointment cannot be rescheduled due to extenuating circumstances, such as a long-term evacuation, we will offer a virtual consultation or session instead. Thus, the client can continue to receive the necessary care without having to travel to our office.

In the event that inclement or extreme weather, or a national security emergency, impacts multiple clients and/or employees, we may be forced to temporarily close for everyone's safety. All clients will be notified as soon as possible, and we will work with each client to reschedule their appointment. We will also provide updates regarding our reopening via our website and social media channels.

Overall, our policy for clients who are unable to attend their scheduled appointment due to inclement or extreme weather, or a national security emergency, is intended to prioritize the safety and well-being of our clients and staff members while ensuring that clients receive the necessary care. We encourage clients to use the contact page on our website to notify us of any cancellations or rescheduling requests, as this ensures a centralized and organized method of tracking notifications. Whether it is rescheduling the appointment, providing a virtual

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consultation or session, or providing updates on when we plan to reopen, we will work with each client to find a solution that works for them.