



## NEW LEAF CENTER APPOINTMENT ATTENDANCE POLICY

Individual and Group therapy sessions at New Leaf Center are the basis for successful healing, growth, and recovery, and consistent attendance is a vital part of your ongoing care. Our cancellation policy is included in the initial paperwork all clients are required to fill out when first attending therapy at New Leaf Center. However, the following long-established guidelines provide additional information regarding the policy for attendance and cancellations for counseling sessions.

### **Individual Therapy Sessions:**

Individual appointments are reserved exclusively for you and are considered confirmed at the time they are scheduled. New Leaf Center attempts to provide courtesy *reminder* calls the day before scheduled appointments. However, **48 hours cancellation notice is required to avoid a fee**. Clients will be charged the full fee for an appointment, if changes or cancellations are not made 48 hours in advance. We maintain a waiting list for clients requesting appointments with our therapists, and short cancellation notice prevents us from offering appointments to others in need.

New Leaf Center office hours are Monday through Thursday, 10:00 am to 5:00 pm. We will honor 48-hour cancellation notification during those times by phone, as well as messages left on our confidential voicemail outside of normal business hours. We do not accept cancellation notice via email. We require all appointment scheduling to be done by phone and do not accept email communication for scheduling purposes.

### **Group Therapy Sessions:**

Not all New Leaf Center clients participate in group therapy, and some clients participate in both individual and group sessions. The Group Therapy Attendance Policy differs from the Individual Therapy policy. Consistent attendance by all group members is a vital part of the success of group therapy. More insight can be gained when everyone works on the same assignments and everyone contributes during sessions. Group members who are unable to participate on a regular basis affect the continuity of the group process for others and can prevent new clients from being added to the group.

Group members will be charged the group fee for every session and a spot in the group will be held for them, whether they are present or not. Group members are allowed to miss one session per calendar quarter at no charge. (*Calendar quarters are: January through March; April through June; July through September; and October through December.*) It is considerate to notify the facilitator, as well as other members, if you will miss a session. However, the policy applies with or without prior notice. This includes absences for vacations, business travel, work demands, etc. If your therapist suggests group therapy for you, Group Guidelines will be discussed, which includes the attendance policy. If consistent attendance is a concern, clients can talk to the group facilitator and/or their primary therapist about attending individual sessions only, which can provide more flexible scheduling.

### **Workshops:**

The attendance policies for multi-session workshops are provided on the workshop fliers and are not the same as group or individual therapy guidelines.

It is the objective of New Leaf Center to offer consistent, quality therapy to our clients; your understanding and compliance with our Appointment Attendance Policy is appreciated. Any questions or concerns can be discussed with your primary therapist.