



# Attendance Policy

As part of their treatment plan, clients are expected to attend all scheduled group and individual sessions unless a valid reason for absence is provided and approved by their primary therapist, or the Clinical Director. Valid reasons for absence include illness, emergencies, or other extenuating circumstances and must always be accompanied by documentation of the reason for the absence (doctor's note, ER note, court documentation, etc.). Work does not constitute an excused absence unless two weeks' notice are provided, or it is otherwise approved by your therapist in advance.

It is the client's responsibility to communicate the reason for their upcoming absence to their primary therapist before their absence in group or individual therapy. Unless the absence is due to an emergency room visit or police involvement during the regularly scheduled group or individual time, providing reasoning for your absence after your session has started will not be considered an approved absence, regardless of the circumstances around your absence. Contacting the front desk to inform them of your absence does **not** guarantee that an absence will be considered approved.

If you need to miss a session, or multiple sessions, for a non-urgent, but otherwise important or unavoidable matter (ex: vacation, graduation, work trip), you must provide your primary clinician with a minimum of two weeks' notice for the absence to be approved in advance.

If a client misses two or more individual sessions in one month, either excused or unexcused, their clinician may offer the time to other clients on a weekly or recurring basis. It will be the responsibility of the clinician to inform the client that their recurring individual session time is no longer available and provide alternate availability, and the responsibility of the client to schedule another individual session time. If a client cancels a session within the appropriate timeframe, the time may be offered to another client for that week and may not be available if the client no longer needs to cancel the appointment.

#### **Unexcused Absences:**

- More than two unexcused absences may result in additional sessions being added to your treatment plan or discharge due to non-attendance. Unexcused absences result in a \$50 no-show or late cancellation fee, per the policy signed upon admission, and missed days will be added to the end of your treatment. Unexcused absences include:
  - No-shows (failing to attend an appointment without prior notice)
  - Late cancellations (cancellations made within less than 24 hours of the scheduled appointment)
  - Any other absences not approved by the primary clinician

#### **Excused Absences:**

- Excused absences are absences that have been approved by your primary clinician and do not count against your attendance. Sessions missed due to excused absences will be added to the end of your treatment time. **All excused absences require documentation to support the request, and an alternative testing date may be requested if regular testing is part of your treatment plan.** If an alternate testing date is requested but a sample is not provided within the designated timeframe, the absence will no longer be considered excused. Excused absences include:
  - Required ASAP appointments, interlock appointments, court appointments, etc.
  - Medical appointments, ER visits, urgent care visits
  - Illness of yourself, a dependent, or someone in your home, if a doctor's note is provided.
    - If you arrive to your group or session ill and are sent home, the absence will count as an excused absence without a doctor's note. Testing will still be required at the time of your arrival.

#### **Relapse and attendance:**

- If a client experiences a relapse, they will receive support and interventions to address the relapse and prevent further occurrences.
- If a client experiences a second relapse they will be reassessed to determine an accurate level of care for further treatment. The reassessment may result in:
  - Stepping up to a higher level of care, either with Conscious Healing or at an external facility as a part of your treatment plan before returning to Conscious Healing.
  - Adding additional weekly sessions or other recommended services.

By adhering to the above attendance policy, we aim to create a supportive and structured environment conducive to the therapeutic process. Your cooperation and commitment to attendance are essential for your progress and success in treatment. If you have any questions or concerns about the attendance policy, please do not hesitate to discuss them with your primary therapist or the Clinical Director.