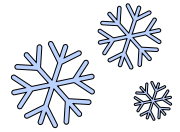




Inclement Weather Policies



Priority #1:

Maintaining the safety of all Redfish Counseling (RFC) clients and staff!

Redfish Counseling (RFC) relies on:

- a) **local school system closures** and
- b) **general road conditions**

as “rules of thumb” for maintaining continuity of scheduled in-person appointments* and standard operations.

If the public school system(s) in the city/county where a client resides is closed due to weather, and/or

If road conditions prevent RFC clients or staff from attempting travel to the office, then:

1. Clients will be given the option to *move their session to a virtual (Telehealth) format*
2. *If clients are unable to participate in a Telehealth session as an alternative to their planned in-person session, clients are permitted to reschedule their upcoming in-person appointment without any late fees being applied.*

- Clients should contact RFC to reschedule their appointment as soon as possible.
- Parents who have to absorb last-minute childcare duties due to weather-related school/organization closures are similarly permitted to cancel and reschedule any appointment falling during the weather-affected time period with no late fees applied.
- In the event RFC staff are unable to physically access RFC offices, staff members will alert clients and work to assist clients with moving sessions online and/or rescheduling sessions as quickly as possible.

If RFC remains open and maintains standard office operations during inclement weather: clients who

- a) do not attend scheduled sessions, and
- b) do not communicate to RFC their intent to cancel

will have standard “no-show” fees applied to any missed sessions.

****These policies generally do not apply to telehealth / online sessions.***

Please contact our office and/or your therapy provider if you have any questions about our inclement weather policies.