

Priority #1:

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

In the event of inclement weather, the following attendance & cancellation policies will apply:

Redfish Counseling (RFC) will rely on **a) local school system closures** and **b) general road conditions** as "rules of thumb" for maintaining expected continuity of scheduled **in-person appointments*** and operations.

- **If the public school system(s) in the city/county where a client resides has closed due to weather,**
and/or
- **If road conditions cause RFC clients or staff to feel generally unsafe in attempting to travel,**
then,

Clients within the weather-affected areas are permitted to cancel and/or reschedule any upcoming in-person appointment with no late fees applied.

RFC does NOT charge clients late fees for putting their safety first!

In the event clients deem road and/or weather conditions too unsafe to navigate, **clients should contact RFC to cancel their appointment as soon as possible.** No late fees will be charged for last-minute cancellations due to weather-related issues for in-person sessions.

Parents who are clients of RFC 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 all rescheduling needs and/or shifts to telehealth sessions as quickly as possible.

If RFC remains open during a weather-related event, clients who **a)** do not attend scheduled sessions and **b)** do not communicate to RFC their intent to cancel will be responsible for a standard "no-show" fee.

****The policies above 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.