

SYM Illness Policy

At Speak Your Mind we have a strict **NO ILLNESS** policy.

Your appointment time is reserved just for you. A late cancellation or missed visit leaves a hole in the therapists' day that could have been filled by another client. As such, we prefer 24 hours notice for any cancellations or changes to your appointment.

1) Should you **miss or reschedule 50% of sessions booked within the month**, we will be re-evaluating if it is the right time for therapy. We will discuss placing your child on a break until it is more feasible to commit to therapy (and get around any illnesses).

2) If your child falls ill overnight, this must be communicated to your therapist by **8am on the day** of your session. Same day illness cancellations after 8am will be billed a cancellation fee of 50%.

3) A "no show" to the booked appointment will be billed at the full session fee.

Reminder emails are a courtesy to the client and his/her family. It is the responsibility of the family to enter the scheduled time into their calendars and attend the appointment that they scheduled.

Frequently Asked Questions:

1) What do I do if we just have the sniffles?

At Speak Your Mind we have a strict NO illness policy. If your child is showing any signs of illness, we ask that you reschedule your appointment. If your child attends a session with a cough and/or excessive nasal discharge, you will be asked to go home. Please do NOT bring sick children/siblings who are home from school.

2) What do I do if someone in our home has tested positive for COVID?

If a family member has **tested positive for COVID-19** in your home, we encourage you to please cancel your **next appointment**. You can schedule a *virtual session*.

If your child/our client has tested positive please cancel your session and consider a virtual appt. Your child can return to in-person sessions after **10 days**, or after a negative RAT.

We will **not accept** a 5 day isolation period.

You trust us to follow evidence based therapy in your child's sessions; we will also continue to be up-to-date on the evidence around the transmission of COVID-19.

3) But won't this cause an excessive number of cancellations? It's just a cold.

At Speak Your Mind we work closely with many families in one week. And oftentimes we can be in or near mouths! Our priority is to ensure we are doing everything we can to provide evidence based therapy, continuous service, and a healthy environment to practice.

Your child's service is our priority - but we can't help you if we are ill, and participate in the spread of viruses which are now a common part of Fall and Winter in Canada.