

Business Policies:

- All policies, intake, waiver, and instructional forms must be presented and held on file to continue first appointment and continued sessions. Forms will be void after 12 months of last appointment. Forms may require to new review and authorization yearly. Any revised forms will be made available for review and authorization immediately.
- Absence of sessions 12 months (one year) of last appointment constitutes any future booking as a new client. This appointment will be treated as such with regards to session length, cost, and all forms.
- All cancellation and reschedule notices must be given 48hrs in advance of scheduled appointment to avoid full charge of booked session fee.
- All missed appointments will be charged full fee for service.
- Best efforts will be made to address phone calls and emails within 24hrs of the next business day. Refer to current schedule of business at time of calling.
- Late arrivals will be charged full session fee. Full sessions will be kept only if time and schedule permits or session time will be shortened if requested (full cost will remain). If delay is due to those who represent Jacqueline Bowman, your full time will be honoured or rescheduled.
- Time overage of appointment booking will be added and charged in 15 minute increments at \$28 per, only if time allows and agreed upon by both parties.
- * Payment must be made at the end of each session. Payment may be made in the form of cash, ETransfer, debit, credit (Amex not accepted). * **Exception: See TELEHEALTH**
- In the case of any unforeseen emergencies (Jacqueline Bowman, PhD., MMsc., nd) resulting in the need to reschedule your appointment, the best efforts will be made to reschedule your appointment within one week.
- For your security & privacy, all practices follow Canadian **PIPEDA** (Personal Information Protection & Electronic Disclaimers Act) & **OSHA** (Occupational Safety & Health Administration) compliance. These to enforce current and up to date provincial and country practices such as Universal & Standard Precautions, as well as record keeping.

TELEHEALTH

- ✓ Payment must be received 24hrs in advance of scheduled session to secure appointment time & date (online booking and/or in person). Method of communication and remote services will be agreed upon prior to appointment.
- ✓ Client must secure wireless or telecommunication access of their choice. Video feeds and telephone call costs are at the expense of client.
- ✓ All indicated forms must be received in hard copy (digital printable .pdf) format to be held on file.

Acknowledged on this date _____, _____ by _____
(Day, Month) (Year) (Name)