**Phone and Online Communication Policies**

*Potential Scripting:*

*I can be reached by phone from (insert business hours and days you will be checking msgs) at (insert your phone number). However, if I am not available at the time you call, I encourage you to leave a detailed message. I return messages within (insert timeframe) (state if you do/ do not text with clients, if so, when and how will you respond)*

*If making changes to same day appointments, please (insert how you would like to be contacted).*

*Alternatively I can be reached by email at (insert your email address). Messages will be responded to within (insert time frame you will be responding to msgs). Please do not use email for confidential information. Due to the nature of online communications, confidentiality cannot be guaranteed although best practices are in place. Please clearly state the nature of your email in the subject line.*

*In emergency situations, or for urgent matters, please contact me by (insert method). If you require immediate assistance, you are encouraged to contact 911 or (insert name and contact details of 24hr crisis line). Crisis Counsellors are available 24hrs / 7 days a week for support.*

**Late Client Policy**

*Potential Scripting:*

*If the client is more than (insert timeframe) late for their scheduled appointment and no contact has been made indicating the client is running late or is still planning on attending their session, the session will be forfeited and (insert charge amount) will be charged. The session can be rescheduled for a later date once all fees have been paid in full.*

**Cancellation Policy**

*Potential Scripting:*

*(Insert time frame) notice must be given for the cancellation of appointments otherwise, (insert late cancellation fee) will be charged. There is a high demand for services and certain times of day; your session is reserved exclusively for you and therefore not available to others.*

**NSF / Late Payment Policy**

*Potential Scripting:*

*A (insert amount) fee, plus any bank fees incurred, will be charged for NSF cheques. In the case of payment not being made before the appointment or at the appointment time, clients will be charged a (fee) per unpaid session for each full or partial month that they have not paid. Clients have 30 days before this fee will begin to accumulate.*

**Social Media Policy**

*Potential Scripting:*

*Due to the nature of the therapeutic relationship, I am not able to accept any online requests to be linked with clients on any social media platforms. This means I will not accept friend requests or follow clients through various social media platforms. (If there are exceptions to this, insert here) If during the course of our therapy together, you wish me to view aspects of your online profile/s, the impact of sharing or viewing that information will be discussed to determine an appropriate course of action.*