

Inclement Weather/Hazardous Conditions Policy

This policy is based on a philosophy that no one should feel they have to risk their physical safety to avoid a cancellation fee or be at work. Therefore, if clinicians or clients do not feel as though they can travel into the office safely, we recommend the following steps:

For CTC Clinicians:

Clinicians will call and/or e-mail their clients and transition to a telehealth session instead of an in-person session.

For Clients:

Please call or email your therapist directly and double check if you have not heard from them and the weather is questionable.

If you do not feel safe and prefer to stay home, or school cancellations cause you to have unanticipated childcare or lack of privacy concerns, please **both email and call your therapist**, to ensure timely contact so that they can adapt their schedule (e.g., transition to a telehealth session, reschedule, etc). In most cases the appointment can be quickly converted to a telehealth session, and your clinician will email you with confirmation of the change right away. If you have any questions, please call 773-569-1468 (option 2) or email ctc@centeredtherapychicago.com for assistance.

If you take these steps to make contact and an alternate plan is needed, there will be no cancellation fee should you need to cancel.

If it is an inclement weather day and you do not attend your scheduled session (physically and/or virtually), and have not notified your clinician, you will be charged the cancellation fee which is your clinician's full rate.

Telehealth via client Therapy Portal, Zoom, or DoxyMe

If you and your clinician agree, you will usually be able to have your appointment by video telehealth appointment. Your clinician will inform you via email with instructions on how to access the telehealth appointment through the client Therapy Portal or provide a link to another HIPAA compliant video platform.