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48 HOUR ILLNESS & EMERGENCY CANCELLATION POLICY:

Just a reminder, I have a 48 hour cancellation policy for **illness & emergency**, which means that if you cancel within less than 48 hours that you are responsible to pay your session fee.

Remember, your session time is reserved exclusively for you each week and this policy is reserved for illness and emergencies. Other issues like time conflicts, travel etc, require advanced notice, not less than a week (and ideally two weeks or more), or as much notice as you can possibly provide me ahead of time.

This policy is part of the basis of our therapeutic container and contract- I hold you, and a place for you and I am here during your session time to receive you, sit with you, and work with you. If you don't come, I'm still here holding you and the space for you.

Additionally, this policy protects my small business and my ability to make a consistent income and pay my own bills, etc., even in a week where numerous people are ill and many folks have to cancel due to illnesses.

If you give me less than 48 hours notice, and I do not have sufficient time to be able to shift my schedule and fill that time, I will need to charge you and will do so via Ivy Pay.

So, if you are not feeling well and/or have the beginning (or even end), of an illness or a possible emergent situation evolving, please give me a heads up 48 hours out (or as soon as you are able).

In any case, especially if you are ill, have a new and emerging illness, are at the tail end of an illness, and/or are symptomatic and contagious (cough, sore throat, runny nose, head cold, headache, fever in last 24 hours, chills, vomiting), I ask that you do not come in so you can care for yourself and also

to avoid spreading the Illness to me and all others I'm in contact with.

If you are unclear if your symptoms warrant cancelling, or you are under the weather, *please please* do check in with me before coming so we can discuss your symptoms, contagion, and whether it's safe and healthy for you to come in given all that.

Remember, a phone session is always available for you if this is the case (and in other cases as well). Although maybe not your first choice, I am actually quite a good telephone therapist and a lot of good can actually be gathered in a phone session.

So, the basic rule of thumb is communicate early and give me a heads up, even if you are not sure what may happen or be true by the time our session rolls around, or if you are not sure about your symptoms. Sharing information with me early can help to minimize many short notice cancellation situations. The more notice I have, the more possible it is that I might be able to fill the time and not need to charge your full session fee (but just the \$50 reschedule fee). If you have any questions about this policy, how it pertains to your specific situation(s) or any related issues, please discuss with me.

By signing this form I/we acknowledge that I/we have both read and understand all the terms and information contained herein. Ample opportunity has been offered me to ask questions and seek clarification of anything unclear to me.

Print Name: _____

Signature: _____

Date: _____