

## **CANCELLATION AND 'DID NOT ATTEND' MANAGEMENT POLICY**

(Last updated April 2024)

We understand there may be many reasons for not being able to attend/having to cancel counselling sessions. However, it is important that at least 24 hours' notice is given to enable Nexus to repurpose the session to limit delays for other clients. The purpose of this policy is to ensure all staff, clients, parents, caregivers, and colleagues are aware of the Nexus policy when counselling clients cancel without 24 hour notice and/or 'do not attend' (DNA) sessions without contacting Nexus.

The principle of this policy is to support the management of our waiting list and ensure clients are seen in as timely a manner as possible.

### **Cancelled and DNA'd Sessions**

#### **Assessment Appointment**

If you do not attend your scheduled assessment appointment, without contacting us to let us know, we will have to assume you no longer require the service, and unfortunately you will be discharged from the service.

We ask that you give us at least 24 hours' notice of not being able to attend an appointment by contacting our office on 028 9032 6803 or emailing [Belfast.admin@nexusni.org](mailto:Belfast.admin@nexusni.org)

Unfortunately, we will have to close your case if you do not give us 24 hours' notice.

#### **First Counselling Session**

If you do not attend your first scheduled counselling appointment, without contacting us to let us know, we will have to assume you no longer require the service, and you will be discharged from the service.

We ask that you give us at least 24 hours' notice of not being able to attend an appointment by contacting our office on 028 9032 6803 or emailing [Belfast.admin@nexusni.org](mailto:Belfast.admin@nexusni.org)

#### **Ongoing Counselling Sessions**

##### **a) Cancelling with less than 24 hours notice**

- If you cancel a session with less than 24 hour notice, unfortunately this session will be counted as a lost session, and will be deducted from your overall number of counselling sessions.

- If you cancel any two appointments with less than 24 hours' notice, during a course of counselling this may result in the service being withdrawn.

**b) Not attending sessions without contacting us**

- If you do not attend any two counselling sessions without contacting us to cancel, this will result in the service being withdrawn and unfortunately you will be discharged from the service.

**c) Disrupted sessions**

All remote appointments require a quiet, comfortable, and private. It is important to have a space where you can engage in the session without any disruptions. We cannot go ahead with sessions if you are driving, or in an inappropriate space where there are disruptions. In these cases the appointment will be cancelled and unfortunately will have to be deducted from your overall session allowance.

**Sessions cancelled by Nexus**

Your therapist will always endeavour to provide you with notice if they are unable to make a session. If your therapist is unable to attend your scheduled session, due to unforeseen circumstances, and the session needs to be cancelled at short notice, an attempt to inform you will be made by the most appropriate method of communication (text, telephone, or email). This session will not be deducted from your overall entitlement.