



NESS Behavior Consulting's SESSION CANCELLATION POLICY & PROCEDURES

Objective

This policy aims to set forth NESS Behavior Consulting's policy and procedures for handling employee absences and tardiness to promote the efficient operation of the company and minimize unscheduled absences.

Policy

Punctual and regular attendance is an essential responsibility of each employee at NESS. Employees are expected to report to work as scheduled, on time, and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.

Absence

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

Excused absence occurs when all the following conditions are met:

- The employee gives the supervisor sufficient notice at least 48 hours before the absence.
- The absence request is approved in advance by the employee's supervisor.

Unexcused absence occurs when any of the above conditions are not met. Suppose an employee must be absent or late for work because of an illness or an emergency. In that case, the employee must notify through the **Session Cancellation Form** by 6 hours before the employee's scheduled starting time on that same day. If the employee cannot do it, they must have someone make the call.

An unexcused absence counts as one Attendance Write-up in this policy.

Employees with three or more consecutive days of excused absences because of illness or injury must give NESS proof of physician's care and fitness for duty release before returning to work.

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. Employees who cannot report to work as scheduled must notify the Scheduling Department using the **Session Cancellation Form** no later than 6 hours before the employee's scheduled starting time on that same day. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must notify the Scheduling Department immediately.



First Occurrence: Verbal Warning issued by the Cancellation Department

Second Occurrence: Written Write-Up

Third Occurrence: The cancellation Department will submit a written request to reduce the staff's caseload hours.

Excessive Cancellations

Excessive cancellations are frequent patterns of canceled therapy sessions that significantly disrupts the planned treatment schedule for clients. It might impact the consistency and effectiveness of the therapy provided, potentially hindering progress or consistency in behavioral interventions. *For example, if you see a Client twice a week, and have 4 cancellations for the month, this will be considered excessive.* The Cancellation department will review total cancellations on a monthly basis to analyze cancellations by staff.

First Occurrence: Verbal Warning issued by the Cancellation Department

Second Occurrence: Written Write-Up

Third Occurrence: The cancellation Department will submit a written request to reduce the staff's caseload hours & The staff will not be considered for additional caseloads with NESS.

Job Abandonment

Any employee who fails to report to work for three days or more without notification through the Session Cancellation Form or calling the Scheduling Department will be considered to have abandoned the job and voluntarily terminated the employment relationship.

Full-Time and/or Salaried Workers

Full-time and/or Salaried Workers must meet the agreed weekly scheduled time; If the weekly scheduled time is unmet, the Employee must make up that time within the pay period. The unmet time will be deducted from pay if the total time is not rendered for the pay period.

Full-Time and/or Part Time Admin Workers

Full-time and/or Salaried Workers must meet the agreed weekly scheduled time; If the weekly scheduled time is unmet, the Employee must make up that time within the pay period. The unmet time will be deducted from pay if the total time is not rendered for the pay period.

Excessive Absenteeism

Excessive absenteeism refers to recurring instances of canceled administrative time that markedly disrupt daily tasks, potentially impacting the company's workflow and hindering the completion of job duties. The HR department will conduct a monthly review of total absences by staff.



Consequences for Excessive Absenteeism:

First Occurrence: A verbal warning will be issued by the HR Department.

Second Occurrence: A written write-up will be issued.

Third Occurrence: The HR Department will submit a written request to reduce the staff's administrative hours. Additionally, the staff member will not be considered for regularization or promotion within the calendar year.

SESSION CANCELLATION FORM

Session Cancellation Form can be found through the Staff Portal or click the link [here](#).

Any absences should be reported two days before the session and the Employee must contact the family to ensure they are on the same page.

Reminders:

- Any cancellation from either staff or parents should complete the Session Cancellation Form.
- Vacation: Kindly complete the form to indicate the duration of your vacation, specifying the start and end dates. The sooner you provide this information, the better, as it allows us to arrange for a replacement before your departure.
- Makeup Session: Our Cancellation Department sends a daily email to help you schedule a make-up session and add it to your calendar. Nevertheless, if there is no response within the next three days, the make-up session will become void.
- Attendance write-up: if no cancellation form has been submitted for the past 5 days from the time you or the client's family cancel the session, we are going to send an attendance write-up & you will not be billed for the session.
- Supervision for Technicians: Failure to notify your BCBA and canceling a session at the last minute may lead to an attendance write-up.

For BCBA/Case Support

- Please contact the family *three days* before the Parent Training session to ensure their attendance.
- If the parent wants to reschedule the session in *more than 24 hours*, please submit a session cancellation form and the Cancellation team will add this to your calendar.



HOW TO FILL OUT THE SESSION CANCELLATION FORM

Who canceled the session?

Choose either Your staff or the Parent who canceled the Session.

Are you a?:

-Choose your position

Staff's First Name Staff's Last Name

-Technician's Name

Staff's Email

-Always your Nesscares Email

Did you contact the parents?

-I'd like you to contact the parent whenever you cancel the session. (Yes)

Date of Canceled Session:

-Always put your SCHEDULE DATE OF SESSION

Start time of Canceled Session

-Your Scheduled Session Time

Name of Client/ Session

- Always put the CHILD's NAME only

Client/ Parent Phone number

-Parent's correct phone number

Client/ Parent Email Address

-Parent's correct email address; you can find it on Rethink

What time did the parent contact you to cancel the session? Or what time did you get the parent to cancel the session?

-The exact time you reached the parent or parent contacted you

How did the parents contact you to cancel the session? Or How did you contact the parent to cancel the session?

-You can choose either a Call, Text message, Email, or Person

Reason for cancellation and how long will you be out?

-Please put the reason in Detail but keep it short.

Makeup Date & Time

-You can put TBD if tech or parent still needs to discuss it first