

Policy Title: Cancellation of Scheduled Services by St. David's Center

Policy Owner: Senior Business Analyst Policy Originated by: Program	Date Written: 3/25/11
Applicable Programs: Center-Based Therapy and Supports, Community-Based Therapy and Supports	Date Reviewed and Approved by PLT: 04/21/15, 6/12/19, 6/10/20, 5/12/21, 6/8/22, 5/3/23
Statutory or Regulatory Citation:	Signature if needed:

Policy: It is the policy of St. David's Center that when a St. David's Provider is unable to provide services to a client as scheduled, the Clinic Operations Team will interface with clients and their families to ensure families are made aware of cancellations with as much advance notice as possible and to facilitate prompt rescheduling of all canceled appointments. The policy also includes the procedure and expectations of families, staff, coordinators, and providers of the Community Based Disability Services.

Procedure:

1. **General Message**

A. Front Desk staff pick up those calls beginning at 7:15 a.m. In the event staff have a client who may already be in transit to an early appointment, staff should call the family directly if possible. Staff will also notify Clinic Operations via the sickline SOP and their supervisor both before and during work hours. .

i. Staff/Provider will include in this message their name, program/department and date / time of absence

B. Clinic Operations Obligations

i. The Front Desk opening staff will contact the clients with appointments before 10am and inform them that their staff/provider has a conflict with the scheduled appointment, and it will be canceled.

ii. The Scheduling Team will do the following :

a. Look for substitute staff, and reassign if possible. Client will not be contacted in the event a substitute is available.

b. Look for available dates to reschedule, and contact clients to offer available times.

- c. Contact clients to inform them of the canceled appointment in the event there is not a substitute staff or reschedule option.

Reference Document: [SOP-Clinical Staff Unplanned PTO](#)

2. Program-Specific Procedures

A. Back-Up Plans

- i. A reliable back-up plan must be established for all clients participating in Community Based Disability Services.
- ii. Back-Up Plans are established and maintained by each client's parent, guardian or responsible party, to address situations when staff/providers/transportation do not arrive for scheduled shifts or must cancel such shifts.
- iii. The Back-Up Plan will designate caregivers other than the responsible party who could be contacted in the event of an emergency.
 - a. St. David's Center staff or provider may not be designated as an alternative responsible caregiver in a Back-Up Plan.
- iv. It is the responsibility of the client's parent, guardian, or responsible party to inform the Program Coordinator of updates to contact information within the Back-Up Plan.
- v. Each client's parent, guardian or responsible party will notify their Program Coordinator when staff/providers do not arrive for a scheduled shift.
- vi. In the event that the client's parent, guardian or responsible party does not return when they are expected, and the staff/provider is unable to reach the responsible party, the staff/provider will implement the Back-Up Plan.

Violation of this Policy or Procedure

No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to St. David's Center. Remediation for violators will include, but not be limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.

Reference or Attachment:

Back-Up Plan Template