



# INCLEMENT WEATHER POLICIES

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## Priority #1:

### Maintaining the safety of all Salem Counseling Center (SCC) clients and staff!

*\*When in doubt about SCC weather-related closures or what might be expected of our clients during these types of scenarios, don't hesitate to contact us! Our top priority during weather-related incidents and/or complications is ensuring the safety of our clients and team, and helping you navigate any logistical issues that come up in doing so.*

#### In the event of inclement weather, the following attendance & cancellation policies will apply:

Salem Counseling Center (SCC) will rely on **a) local school system closures** and **b) general road conditions** as "rules of thumb" for maintaining expected continuity of scheduled appointments and daily operations.

#### **This means:**

- If the public school system(s) in the city/county where a client resides has closed due to weather-related concerns,  
**and/or**
- If road conditions cause SCC clients or staff to feel generally unsafe in attempting to travel,  
**then,**

Clients within these areas are permitted to cancel (as late as needed) any upcoming appointment with no late fees applied, and reschedule for an alternative time/day.

### **SCC does NOT charge clients late fees for putting their safety first!**

In the event clients deem road and/or weather conditions too unsafe to navigate, **clients should contact SCC to cancel their appointment as soon as possible.** No late fees will be charged for last-minute cancellations due to weather-related issues.

Parents who are clients of SCC who have to absorb last-minute childcare duties due to weather-related school/organization closures are similarly permitted to cancel and reschedule any appointment falling during the weather-affected time period with no late fees applied.

In the event SCC staff are unable to access SCC offices or otherwise deem road conditions too treacherous to attempt maintaining scheduled appointments, staff members will alert clients and work to assist clients with all rescheduling needs as quickly as possible.

Clients who **a)** do not attend scheduled sessions, **b)** do not communicate to SCC their intent to cancel, and **c)** have not been informed by SCC staff regarding SCC closure will be responsible for a standard "no-show" fee.