

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.

Verbal Cancellation

Verbal cancellations are advisories from the staff or family communicated through methods other than the cancellation form (e.g., phone call, email, Trello, Google Space, etc.).

Verbal Cancellation Guidelines:

- NESS Admin can fill out the cancellation form on the family's behalf if they are canceling the session and the staff/tech has requested our assistance.
- If the staff cancels the session, we will mark it as excused if they inform us promptly through verbal communication. However, if a week passes without the submission of the cancellation form, we will mark it as unexcused.

Excused Cancellation

Excused absences are classified as valid based on the given circumstances. The cancellation admin is responsible for assessing whether an absence qualifies as excused. Excused absences are not subject to disciplinary action.

Excused Cancellation Guidelines:

- The employee provides the Cancellation Department with at least 48 hours' notice before the absence.
- The absence request is approved in advance by the Cancellation Department.
- The client/family cancels the session with proof of documentation and advises the parent to call or text the Admin for confirmation.
- Employees with three or more consecutive session days of excused absences due to illness or injury must provide NESS with proof of physician's care and a fitness-for-duty release before returning to work; otherwise, the absences will be marked as unexcused.
- The absence is excused if the employee has sufficient make-up hours available.

Possible Scenarios that are Excused

- Advance verbal cancellations with the submitted form within a week.
- Unexpected location or schedule changes by the family that were not properly discussed with the client coordination team at least 24 hours in advance.
- Cancellations made by the family.
- At least 2 weeks' advance notification about vacation leaves (vacation leaves are planned absences that will affect 3 or more consecutive sessions).
- Advance or prompt notifications about illnesses, injuries, or other emergencies.

Unexcused Cancellation

Unexcused cancellations will be counted and may lead to disciplinary actions.

- **If more than 50% of an employee's monthly attendance consists of unexcused absences, it will count as one disciplinary action.**
- For example, if you see a client twice a week and have 4 unexcused cancellations in a month, this will be considered excessive.

Unexcused Cancellation Guidelines

- **No Advance Notification:** Absences without advance or prompt notifications about illnesses, injuries, or other emergencies to the NESS Admin will be considered unexcused ("No Show").
- **Vacation Leaves:** Late or absent advisories to the NESS Admin regarding vacation leaves will be considered unexcused.
- **Extended Absences:** Absences of 3 or more consecutive session days without sufficient proof of a valid reason will be marked as unexcused.
- **Failure to Report Cancellations:** If the BT fails to promptly inform the NESS Admin when the family cancels, the absence will be considered unexcused unless proof is provided.

Excessive Cancellations

Excessive cancellations refer to frequent patterns of canceled therapy sessions that significantly disrupt the planned treatment schedule for clients. This can impact the consistency and effectiveness of the therapy provided, potentially hindering progress in behavioral interventions.

- **Late/No Advisories:** Submission of multiple late or no advisories for cancellations will be considered excessive and will count as one disciplinary action.
- **High Absence Rate:** More than 50% of the monthly attendance being unexcused is also considered excessive.
- **Monthly Review:** The Cancellation Department will review total cancellations on a monthly basis to analyze and address excessive cancellations by staff.

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. If an employee cannot report to work as scheduled, they must notify the NESS Admin Team / Scheduling Department as soon as possible on the same day. This notification does not excuse the tardiness but informs the supervisor that a schedule change may be necessary.

This policy applies whether you need to start or end the session beyond the agreed-upon scheduled shift. Immediate notification to the Scheduling Department is required.

The NESS Admin team will conduct quality checks with families to monitor technicians' attendance performance.

Stages of Disciplinary Actions

First Occurrence: Verbal Warning

- The Cancellation Department will issue a verbal warning.
- An email will be sent out by the Cancellation Department, with HR, payroll, session notes, scheduling, and the assigned BCBA copied.
- This process will occur within the month as often as needed.

Second Occurrence: Written Write-Up

- The Cancellation Department will conduct a monthly assessment of the staff's session cancellations.
- The report will be submitted within the first week of the following month.
- If no resolution has been achieved, the HR department will issue a written write-up for the technician.

Third Occurrence: Caseload Reduction Request

- The Cancellation Department will submit a written request to reduce the staff's caseload hours.
- A monthly assessment of the staff's session cancellations will be conducted, with the report submitted within the first week of the following month.
- If no improvement is noted in the staff's attendance, NESS Admin will reduce the caseload and begin seeking a replacement staff member for transition.
- The technician will undergo an intervention period during which their attendance will be closely monitored by admin, and session observations may be conducted as needed.



Fourth Occurrence: Final Warning and Grounds for Termination

- The Cancellation Department will conduct a monthly assessment of the staff's session cancellations, with the report submitted within the first week of the following month.
- If there is no improvement in the staff's attendance, the NESS Admin will schedule a meeting with the BCBA, the technician, and the cancellation admin to discuss the next steps.
- An agreement will be signed during this meeting, serving as the final warning and grounds for termination if attendance does not improve.

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.

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