



**Back Of The Line Policy for NO SHOW/LATE CANCELLATION
NOTICE OF SERVICE TERMINATION**

Dear _____

At Peace Ranch, we strive to make services available to all in need, at a time that is convenient for everyone. We also work with our clients to help so cost of services is not a barrier. Each session is staffed by a highly trained professional team and offers all the resources of the ranch to provide the best possible services.

Peace Ranch maintains a waiting list of people in crisis who need services now. Our commitment is to provide on a first come first serve basis. So, when you get your appointment we expect you will come on time and if you can't, you will let us know at least 24 hours in advance so that the valuable time available is not wasted. **(Cancellations can be made by texting or calling 231.499.4736.)**

We understand sometimes things happen at the last minute that cannot be helped so we extend you TWO TIMES Grace. However, after the 3rd No Show/Late Cancellation you (your child) will be moved to the Back of the Line. This means someone will fill your therapy slot and we will contact you when we have an opening to see if you would like to continue services at Peace Ranch.

Please refer to the Peace Ranch cancellation policy that you acknowledged at intake.

Sincerely,

Jan Stump, Clinical Director