ATLAS INSTITUTE
FOR VETERANS AND FAMILIES

INSTITUT ATLAS
POUR LES VÉTÉRANS ET LEUR FAMILLE

Cancellation policy

CONSULTATIONS FOR CLINICIANS

Cancellations by clinicians

Clinicians are asked to provide at least **24 hours' notice** if they need to cancel or reschedule a consultation meeting. Cancellations made **less than 24 hours in advance** may delay rescheduling as consultant availability is limited. Repeated short-notice cancellations (two or more) may affect future scheduling priority.

Emergency situations

We understand that emergencies and unexpected events can occur. If a cancellation must be made on short notice due to an emergency, please inform the Implementation team at implementation@atlasinstitute.ca as soon as possible. These cases will be handled with understanding and flexibility.

No-shows

If a clinician does not attend a scheduled meeting and no prior notice is provided, it will be recorded as a **missed session**. If a clinician misses two sessions without providing notice, this may result in removal from the program.

Cancellations by consultants

Consultants will make every effort to provide **at least 24 hours' notice** if they are unable to attend a scheduled consultation. In the event of an unexpected cancellation, the consultant or the Atlas Institute's Implementation team will contact the clinician promptly to reschedule.