



Genesis Closure & Inclement Weather Policy

Genesis Counseling Center does not close and our offices are always available for clinicians to see clients. This includes weekends, holidays, bad weather, etc.

When we schedule a client session, we view that as a commitment to provide excellent service and we do everything we can to honor that commitment as scheduled. Unanticipated changes are communicated to clients as soon as possible with options to serve the client.

In the case of inclement weather, the safety of our staff and clients is our top priority. If there are weather conditions where clients may have questions about their appointments (e.g., school closures):

- Clinicians will communicate with their clients as early as possible whether or not they will be able to offer their normal scheduled sessions. They will be calling from an unidentified phone number for security reasons and will leave a message if clients are unavailable.
- Please see our website for updates in cases of severe weather.

Client Care Coordinators will provide support in rescheduling clients and will do their best to be present in offices to serve clients as normal for those who have appointments. Genesis will not charge “no show” fees for missed appointments without 24 hrs. notice during periods of inclement weather when many schools and other businesses are closed creating child care challenges, etc.