



PEOPLES DEVELOPMENT SERVICES

St. Paul Office: 665 Snelling Ave N, St Paul, MN 55104
Minneapolis Office: 3617 E. Lake Street Ste A-3, Minneapolis, MN 55406
Phone: 612-332-9124 Fax: 612-332-9867 Email: contact@pdsminn.org
www.pdsminn.org

Client Expectations and Cancellation Policy

Client Expectations:

1. Client will commit to meeting with staff weekly.
2. Client will contact staff if they are unable to make a scheduled appointment, with at least 24 hours notice.
3. Client will reply to calls, text or emailed from staff with 24 hours.
4. Client will notify staff if they have a new number or have lost their cell phone. If you have lost your staff's phone number clients can call the main number listed above.
5. Client will notify staff if they have an address that has changed within 3 days.

Cancellation Policy:

Peoples Development Services is committed to providing quality services and support to our clients, we understand that unforeseen circumstances may arise that require the cancellation or rescheduling of appointments. To ensure the smooth functioning of our services and to best meet the needs of all clients, we have established the following cancellation policy:

1. **Notice of Cancellation:** Clients are kindly requested to provide at least 24 hours' notice when canceling or rescheduling an appointment. This allows us to offer the time slot to another client in need.
2. **Contact Information:** Clients are responsible for ensuring that the contact information on file with the staff is current. This includes email addresses and phone numbers. We will make every effort to confirm appointments in advance to avoid any misunderstandings.
3. **Late Cancellations and No-Shows:** Cancellations made with less than 24 hours' notice will be considered late cancellations.
4. **Repeated Cancellations:** If a client demonstrates a pattern of repeated cancellations or no-shows, the staff may need to reevaluate the client's appropriateness of being an active client. After 4 late cancellations or no shows you will be discharged from the program or service will be on hold.
5. **No Response:** Clients are expected to respond to voice messages, text messages or emailed within 24 hours. After two weeks of no response to messages from staff clients will be discharged from the program or service will be on hold.
6. **Flexibility and Understanding:** We recognize that there may be exceptional circumstances, and we strive to approach each situation with flexibility and understanding. Open communication is encouraged to address any concerns or challenges regarding the cancellation policy.

By engaging in our services, clients acknowledge their understanding and agreement with the client exceptions and cancellation policy. We appreciate your cooperation and commitment to building a positive and effective relationship.

_____/_____/_____
Client Signature Date

_____/_____/_____
PDS Staff Signature Date