

# Student Well-Being and Support: Cancellation and No-Show Policy

## Who Does This Policy Apply To?

Students registered with Accessible Learning Services (ALS) and Counselling and Student Well-Being Services.

## Cancellation

**Notice Period:** If you need to cancel or re-schedule your appointment, please provide at least **24 hours'** notice.

### How to cancel:

- For students accessing Accessible Learning Services:
  - Welcome Desk (see contact information below).
  
- For students accessing Counselling and Student Well-Being Services:
  - Contact counsellor directly via email.
  - [Counselling Booking Portal](#).
  - Welcome Desk (see contact information below).

**If students provide appropriate notice of cancellation**, we will make every effort to arrange a new appointment as early as we are able to.

**If students do not provide 24 hours' notice of cancellation**, this will be considered a no-show.

## No-Show

**Definition of No-Show:** A no-show occurs when a student misses their scheduled appointment without prior notice.

A student appointment will be considered a no-show if a student does not attend their virtual, phone or in-person appointment **within 15 minutes of the scheduled start time**. If the student shows up to the virtual, phone or in-person appointment **after 15 minutes from the scheduled start time**, the appointment may **not** proceed. The student should contact the front desk team to reschedule their missed appointment. During busy periods of the year, this could potentially result in a wait time of several weeks.

**First No-Show:** We understand that emergencies happen. For the first no-show, you will receive a reminder of this policy from Counselling and Student Well-Being and/or Accessible Learning Services.

## Repeated No-Shows

**Three No-Shows:** If you have three no-shows within the academic term, we will review your ability to book future appointments. Depending on your situation, you may be requested to meet with the Senior Manager of Counselling and Student Well-Being and/or the Senior Manager of Accessible Learning Services before further appointments can be booked.

*Counselling:* Should this meeting be warranted and until this meeting occurs, your access to Counselling and Student Well-Being booking portal may be temporarily suspended without prior notice. If you notice you cannot access the booking portal, contact the Welcome Desk by referring to the contact information below.

**Service Continuation:** Our priority is your well-being. We will work with you to find a solution that accommodates your needs while respecting our scheduling policy.

## Emergency Cancellations

**Exceptions:** We recognize that unavoidable emergencies can occur. Please contact us as soon as possible if an emergency prevents you from attending your appointment. We will do our best to accommodate your situation.

## Welcome Desk Contact Information

For cancellations, re-scheduling, and questions, please contact us at:

### **St. James Campus:**

- 200 King Street East, Room 582C.
- 416-415-5000 ext. 2107.
- [letstalk@georgebrown.ca](mailto:letstalk@georgebrown.ca).

### **Casa Loma Campus:**

- 160 Kendal Avenue, Building C, Room C317.
- 416-415-5000 ext. 4585.
- [letstalkcl@georgebrown.ca](mailto:letstalkcl@georgebrown.ca).

### **Waterfront Campus:**

- 51 Dockside Drive, Room 225.
- 416-415-5000 ext. 5370.
- [letstalkwf@georgebrown.ca](mailto:letstalkwf@georgebrown.ca).