Treatment & Appointment Policy

Policy #: MT-TAP-004
Effective date: August 24, 2026
Approved by: Administrative Team
Last Revision: August 24, 2026
Next Review: August 24, 2027

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1. Purpose

This policy is designed to ensure efficient clinic operations while protecting students' clinical learning opportunities.

1.1 Educational Nature of Clinic

All treatments are performed by student therapists under faculty supervision for educational purposes. Services are non-billable to third-party medical/extended health insurance plans. No official RMT insurance receipts will be issued under any circumstances.

2. Cancellation Policy

- Cancel 24+ hours in advance: No fee
- Cancel 2–24 hours in advance: 50% of order price charged
- Cancel less than 2 hours in advance / no-show: 100% of order price charged

2.1 Communicable Illness Exemption

Cancellation fees will be waived if a client cancels due to fever, acute respiratory symptoms, or contagious illness. Clients experiencing communicable symptoms must reschedule to maintain a safe clinical environment.

3. Single-Session Clients

- A first no-show results in a charge.
- The no-show fee must be paid in full before the next appointment can be booked.

4. Multi-Session Package Clients

- Cancelling or no-showing less than 2 hours in advance results in the deduction of 1 session from the package.
- All packages are valid for 12 months from the date of purchase and are non-refundable.

5. Annual Membership Clients

- 1st late cancellation/no-show (under 2 hours): Warning
- 2nd late cancellation/no-show: Booking suspended for 3 days
- 3rd late cancellation/no-show: Booking suspended for 7 days
- Repeated late cancellations/no-shows: Membership terminated

6. Late Arrival Policy

Arriving more than 15 minutes late is treated as a no-show.

7. Payment Enforcement

Full payment for the current treatment must be settled before the next appointment can be booked.

8. Code of Conduct

8.1 Respect for Students

All services at this clinic are provided by students currently enrolled in their program. Clients are asked to treat students professionally and courteously at all times, and to respect their learning process.

8.2 Immediate Safety Response

Suncare Clinic and Ontario College of Technology enforce a zero-tolerance policy toward the following behaviors:

- Sexual harassment — including sexually suggestive language, inappropriate physical contact, or sexual advances of any kind.
- Bullying and harassment — including verbal abuse, threats, discrimination, intimidation, or physical aggression.
- Inappropriate conduct — any behavior that makes a student feel unsafe, threatened, or offended.

The clinic supervisor or student practitioner may stop or refuse treatment immediately, without penalty to the student, whenever any of the above occurs or safety is otherwise at risk. Stopping today's treatment is a separate decision from whether the client may book future appointments, which is addressed in Section 8.3.

8.3 Consequences for Code of Conduct Violations

Consequences for a Code of Conduct violation are determined by clinic management based on the severity of the incident and the surrounding circumstances, and may include a verbal warning, a documented written warning, temporary suspension of booking privileges, or permanent removal from Suncare Clinic and all affiliated Ontario College of Technology properties. A formal Notice of Trespass under the Trespass to Property Act is reserved for the most serious violations or repeated incidents, and may only be issued with the approval of the Administrative Manager or above. Except where immediate safety requires otherwise, a client will be given an opportunity to share their perspective before a final consequence is decided.

8.4 Incident Reporting & Escalation

When a Code of Conduct incident occurs, clinic staff follow this process:

- Stop treatment, if needed, to ensure everyone's immediate safety.
- Ensure the safety and wellbeing of the client, the student, and anyone else present.
- Notify the Clinic Supervisor or Clinic Coordinator as soon as possible.
- Complete a written incident report describing what occurred.
- Management reviews the incident report and determines next steps, normally within 10 business days.
- Follow up with both the client and the student involved regarding the outcome and any support available to them.

8.5 Legal Action

For serious violations of the law or incidents involving harassment, the clinic reserves the right to report to law enforcement.

9. Client Arrival

Clients must arrive 10 minutes early to complete their health history intake form if they have not done so.

10. Student Assignment Policy

Effective April 15, 2026, this clinic no longer accepts requests for a specific ("preferred") named student to be pre-booked for an appointment. Clients will be assigned a student practitioner based on clinic scheduling and availability.

This is separate from a client's right, at any point during a session, to decline a technique, stop treatment altogether, or request that a different student complete the remainder of the appointment.

For requests based on gender, culture, religion, or other personal comfort reasons, see Section 11 below.

10.1 Educational Rotation

Student therapists are assigned to clients by clinic administration based on student learning plans, term progression requirements, and the necessity to provide each student with equitable exposure to diverse clinical conditions and treatment modalities.

11. Request for a Specific Practitioner Based on Gender, Culture, Religion, or Other Personal Comfort Reasons

We understand that some clients may prefer to receive treatment from a practitioner who matches their gender, cultural background, religious beliefs, or other personal comfort considerations. This is separate from Section 10 above, which applies only to requests to pre-book a specific named student.

Procedure:

- Let the front desk or the Clinic Supervisor know your preference when booking or at check-in.
- The clinic will try to accommodate the request based on the availability of a suitable practitioner at the time of the appointment.
- Accommodation is not guaranteed and may affect appointment availability or wait time.
- If no matching practitioner is available, the client may choose to reschedule or proceed with the assigned practitioner.

12. Client Complaints

If a client has a concern or complaint about their treatment or visit, it is handled under the **Suncare Clinic Client Complaint Policy and Procedures (Policy # MT-CLIN-005)**. In short:

- **Step 1 – Informal Resolution:** Raise the concern directly with the Clinic Supervisor on duty or the Clinic Coordinator; most issues are resolved on the spot. Speaking with the student first is optional, and only if the client is comfortable doing so.

- **Step 2 – Formal Complaint:** Submit a written complaint to the Clinic Coordinator (email or in-person form). Receipt is acknowledged within 2 business days, and a written response is provided within 10 business days.
- **Step 3 – Escalation:** If not satisfied with the Clinic Coordinator's decision, the client may request in writing, within 10 business days, that the matter be escalated to the Administrative Manager, whose decision is final.

Complaints may be submitted in person to the Clinic Supervisor on duty, or in writing by email to complaints@octech.ca, or by requesting a Client Complaint Form from the front desk. The full policy and complaint form are available on request.

13. Acknowledgment

By booking an appointment, the client agrees to this policy.

14. Treatment of Minors

Clients under 18 years of age must have a parent or legal guardian sign the Health History and Informed Consent forms prior to treatment. For clients under 16, a parent or legal guardian must be present on the clinic premises for the duration of the appointment.