Waiting List Policy

Chatter Cat Speech Pathology utilizes a waiting list when there are no available appointment times or when an existing client wishes to swap appointment times.

The waiting list is managed on a first come, first served basis. That is, potential new client’s names are added to the list and are prioritized based on the date of the initial contact (phone call or email).

Chatter Cat Speech Pathology gives priority to different groups which effectively moves them up the waiting list. The different tiers are:

1. Existing clients wishing to change appointment times and/or days.
2. Friends or family- Chatter Cat Speech Pathology reserves the right to give priority to close friends or family.
3. Siblings of existing clients.
4. Potential new clients.

Contact with existing or potential new clients will occur when an appointment time becomes available. If the appointment time is not taken, the next name on the list will be offered the appointment time. This will occur within sessions or via phone.

Clients’ names will remain on the waiting list unless a care giver asks for the name to be removed or advises that other services have been obtained.

Existing or potential new clients can also be provided with alternative service providers if requested.