

Client Expectation Policy

Kyros is committed to providing Client-centered care while maintaining an environment that promotes comfort, well-being and mutual respect.

In return, we ask all Clients to review, sign and follow the **Client Expectation Policy**, which promotes mutually respectful conduct and ensures that all clients receive the care they deserve.

CLIENT EXPECTATIONS

- I will contact the Kyros provider (peer, assessor, etc.) if scheduling conflicts occur and I will be unable to arrive at my scheduled appointment time. I understand that if I am more than 15 minutes late, I may have to reschedule my appointment, depending on the Client load on that specific day.
- I understand that canceling an appointment less than 24-hours in advance will be considered a “Late Cancel.”
- While Kyros strives to accommodate same-day appointments when the schedule permits, I understand that Kyros may not be able to accommodate a same-day appointment. Kyros encourages all Clients to call ahead if there is an urgent need for an appointment; Kyros will do its best to schedule you for our next available opening.
- It is my responsibility to contact the Kyros service provider if I move to a new location. If peer services are not available in the new place of living, Kyros will support the client in finding a referral to a new service provider and may terminate the services.
- I will provide Kyros with the most updated contact information when necessary (ex. phone numbers, email, address).
- I will treat other clients and Kyros staff with courtesy and respect. I understand that impolite and disruptive behavior will not be tolerated and may result in suspension or a termination of services.
- Illness: I understand that illness-prevention standards exist to help reduce the spread of illness and must be followed for my safety, the safety of other Clients, and the safety of the peer. If I am ill, I agree to reschedule my appointment or reschedule for a virtual/remote visit.