

## MomsBloom Cancellation Policy

MomsBloom understands that unexpected things happen and you may need to cancel or reschedule a weekly visit - pregnancy and postpartum can be so busy!

We appreciate you and your time as a MomsBloom member and want to make sure that we are providing all of our families with consistent support and that all of our volunteers feel their time is valued.

### Contact Expectations

- Contact your match as soon as you need to cancel/reschedule
  - The volunteer will notify the MomsBloom staff member if any weeks are missed
- After 2 canceled visits, a staff member will be in touch with you to discuss contact expectations and provide any support that we can to you and your match
- After 3 canceled visits, your match may be reassigned and a staff member will be in touch with you to provide any support that is needed
- If a visit is a “no show”, meaning the visit was scheduled and the match was not present for the scheduled visit, a staff member will be in contact with you and any additional cancellations or “no show” visits may lead to your match being reassigned

We understand that illness and other unexpected situations come up. Keep our staff updated with any illness or family situations that arise. We want to make sure that we do what we can to mitigate last minute cancellations and no shows that could be prevented.

### MomsBloom Staff Contact Information

Kent County Postpartum Support Coordinator, Ella T, [ella@momsbloom.org](mailto:ella@momsbloom.org)

Ottawa County Postpartum Support Coordinator, Allison B, [allison@momsbloom.org](mailto:allison@momsbloom.org)