



What do I do if I have an appointment with my provider and the roads are bad?

What happens if Portland gets weather that impedes travel?

- Willamette Health & Wellness (WHW) will generally follow the Portland Public School schedule of closures. However, we may also remain open even when PPS closes. In the event of inclement weather WHW will change its phone greeting by 7:30am if the offices will be closed.
- We will do our best to provide an extension for urgent needs but in the event that this is not provided please contact the Crisis Line in your county (Multnomah Crisis Line: 503-988-4888).
- ***If offices are not closed you may still need to check to see if your clinician is able to get into the office.*** Clinicians will provide information on the greeting for their voicemail extension if they will be cancelling appointments for the day.

YOU WILL NOT be charged a cancellation fee if you let us know that you are unable to make your appointment due to travel conditions, regardless of whether the offices are open.