

DENIAL OF SERVICES

Community Bridges

The following outlines the conditions and procedures when a client is denied services.

There are two reasons for which a client will be denied services.

1. A client is violent, verbally abusive and/or threatening towards staff or other clients of Community Bridges.
2. Management determines client is a safety risk to staff members and clients of Community Bridges due to repeated documented incidents.
3. A denial of service includes the following;
 - a. A client may not enter the client services office or building.
 - b. A client may not access the phone, fax, copier or computers.
 - c. A client may not access auxiliary services that are provided on or off the property.
 - d. A client may not contact client services in person.

Services that will continue;

- a. Crisis intervention; within reasonable safety of both staff and clients.

Clients may only be denied service by the Program Director.

Clients who are denied services can be suspended from 7 days to permanently depending on the severity of the client's actions.

Clients who are suspended from services will receive a copy of this policy and be informed that they can follow the Community Bridges grievance policy see (grievance policy) if they would like to protest the denial of service.

All Community Bridges staff will be informed of a denial of service for the safety of all staff.

Provider name: _____

Provider Signature: _____ Date: _____

Consultant Signature: _____ Date: _____