**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Program |
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| Date Created: | July 2010 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Non Compliance

**Policy:**

It is the policy of the Women’s Counselling Centre that clients who are non-compliant with our program requirements may be discharged from our programs.

**Procedures:**

As we are not a residential program, there are very few program requirements with which a client could be non-compliant.

Upon intake, clients are clearly told their responsibilities while in our programs. They sign consent for treatment forms indicating their willingness to abide by the guidelines of the program. Upon admission to a workshop, clients are clearly told their responsibilities and the ground rules of the workshop and agree to abide by those guidelines and responsibilities.

If a client is non-compliant with a program responsibility, staff will make every effort to speak to the individual involved about her non-compliance in order to assist the client to bring about change.

If a client refuses to be compliant after having the area of non-compliance brought to her attention, she will be discharged from the workshop or program.

If a client engages in behaviour while in the Centre which poses a danger to herself, other clients, staff, students or volunteers, she will be asked to leave the Centre immediately and will be discharged from our programs.

When clients miss appointments, staff members will make every reasonable effort to reschedule appointments. If clients continue to miss sessions, staff members should tell the client that if she continues to miss sessions her file will be closed. An informal written contract between client and staff member can be used if it would be helpful. If clients continue to miss sessions, the client’s file will be closed. The client may come back to the Centre for service in the future but if there is a waiting list, they will be placed on it. A returning client will be told that missing sessions will be grounds for the file to be closed.