20.1 LIMITING, REFUSING OR WITHDRAWING SERVICE

POLICY

SNF Development Center has the responsibility and right to make judgments about the advisability of providing service and reserves the right to limit, refuse or withdraw service when:

- There is a perceived danger to staff, whether a risk to their personal safety or to their health
- A client demonstrates a risk of harm or violence to self or others – behaviour or situations of concern include when:
    - Behaviour dangerous to self or others
    - There is concrete evidence (e.g., through a referral source) that demonstrates potential for high-risk behaviour by the client
    - Where the client's status indicates that our services would not be helpful
- Staff cannot sustain a behavior of the client
- SNF Development Center programs and services are no longer beneficial to the client
- A client does not meet SNF Development Center program and/or service eligibility requirements
- A client uses discriminatory or harassing language or exhibits discriminatory or harassing behaviour, including the refusal to work with a particular counsellor because of race, sexual orientation, creed, sex, gender identity, or ethnic origin.
- The request for service is beyond the limits of SNF Development Center resources
- A communicable disease is present and there is a risk of transmission.

SNF Development Center stands behind a staff decision to limit, refuse or withdraw service or to refer people to alternate community resources for safety reasons provided the circumstances are documented and the approved policies and procedures are followed.

SCOPE

All staff, volunteers and students are governed by this policy.

DEFINITIONS

Limit Service: To restrict service to certain types, locations and hours of the day.
Refuse Service: To refuse service during initial contact with the client.
Withdraw Service: To terminate provision of service.

PROCEDURES

Refusing Service
Immediately after assessment and before service begins, staff may determine that SNF Development Center cannot provide service to a client. If this situation arises, staff will discuss the refusal with their manager and document the decision in the client record. If possible, referrals to other services will be made. If service is refused, staff will explain the reasons for the refusal to the client and attempt to refer him/her to other resources that may suit his/her needs.

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Limiting or Withdrawing Service

- Staff with concerns about providing service to a client may decide to temporarily limit or refuse service.
- Any temporary limitation or withdrawal of service must be subsequently discussed with the immediate manager. Ongoing limitation or withdrawal of service must be approved by the manager.

Whenever possible or advisable, the manager will contact the client to inform that service may be limited or withdrawn if the behaviour continues.

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