

## **THE COUNSELING SOURCE, INC. POLICY AND PROCEDURE**

TITLE: Eligibility for Services: Restricting Rights or Access to Services

PURPOSE: To outline circumstances during which an individual's rights or access to services may be restricted.

POLICY: The Counseling Source, Inc. will maintain written guidelines describing circumstances or scenarios in which an individual's rights or access to services may be temporarily or permanently restricted. Such guidelines will also clearly identify conditions that must be satisfactorily met for reinstatement of services.

PROCEDURE: The following factors may result in temporary or permanent restriction of services:

- A pattern of repeated missed appointments, including client refusal, client failure to show, and/or client cancellation
- Threats directed toward TCS Staff, other clients, and/or facility staff
- Violent actions directed toward TCS Staff, other clients, and/or facility staff
- Involvement in conflicting or duplicative mental health services
- Extensive non-payment for services rendered

Reinstatement of services is dependent on the following:

- In the case of repeated missed appointments for any of the reasons outlined above, an attendance plan will be developed in collaboration with the treating therapist. If agreed upon conditions are met, and it is determined that the client remains genuinely invested in ongoing services, treatment will continue in accordance with the treatment plan.
- In the case of threatening behavior exhibited by the client, the client will be reassessed once his or her behavior has been deescalated. If the treating therapist determines that the client remains an appropriate candidate for services, services will be reinstated contingent upon approval by The Executive Director.
- While violent actions directed toward others are likely to result in a permanent restriction of services, the client may request special permission from The Executive Director to resume services on a probationary basis.
- In the event of conflicting or duplicative mental health services, the client will be advised of the ethical considerations inherent in this arrangement. The various options will be discussed with the client's best interests in mind. If a client chooses to remain engaged with both providers, the necessary Release of Information must be obtained in order to ensure continuity of care and to minimize potential risks associated with this arrangement.
- In the case there is no payment for services for two consecutive months, the responsible party will be notified of the nonpayment. This notice will advise responsible party that the client has two sessions remaining prior to termination of services for nonpayment. The termination will be discussed and closure brought

to the therapeutic relationship. Assuming the outstanding charges have not been made in full within 14 days of notification services will be terminated. Services may be reinstated upon receipt of full payment of the outstanding balance and the continued availability of the clinician's time.

REVIEWED: March 2018