

Surviving Change

Termination and Denial of Service Policy

As an organization Surviving Change strives to provide excellent client service and care to our clients.

1. To maintain a safe and respectful environment, we reserve the right to deny access to or refuse to provide services to those exhibiting violent or threatening language and/or behaviors including but not limited to the following:
 - Abusive language
 - Threatening gestures or verbiage
 - Profanity
 - Physical violence or harm to self and others
2. We also reserve the right to deny access to or refuse to provide service to those who are under the influence of controlled substances and/or are visibly intoxicated. Visible intoxication includes but is not limited to:
 - Strong odors of mind-altering substances
 - Paraphernalia of mind-altering substances
3. Instances of clients knowingly providing Surviving Change with fraudulent or misleading information will also result in denial and/or termination of our services.
4. Additionally, if a person applies on behalf of an applicant and is not the applicant themselves or the designated representative/power of attorney of

the applicant, this action will result in the termination of services for the individual applying fraudulently.

5. If a determination is made that you are ineligible for services or the termination of your party's services is imminent based on the criterion previously mentioned, we will notify you of the termination and/or denial via phone or email, in accordance with the contact information you have provided along with an explanation as to why within 30 days of the incident or circumstance leading to your denial and/or termination from our program services. You may file a grievance online at surviving-change.org or request a grievance form in-person at our office located at 865 6th street, Suite 305, Bremerton WA, 98337.