

## Client Termination Policy

### Policy:

Bergen County residents who contact (**Asian Women's Christian Association**) and request (**I & A**) service (s) are entitled to expect confidentiality, equal treatment and equal access to the available service(s).

(**AWCA**) maintains the right to protect its staff and program participants from clients who are physically or verbally abusive.

### (AWCA) Responsibility:

- Program director/supervisor shall clearly outline expectations as to eligibility and termination of service policies to their staff.
- All program directors/supervisors shall respond to any potential discrimination, and intervene when personal values, beliefs, and morals are brought into the workplace in a manner that has the potential of compromising objectivity in the provision of services.
- Staff shall conduct themselves in a way that encourages public confidence in the services being provided.

### Client Responsibility:

- Client is to conduct him/her self in a civil manner.
- Client is to refrain from behavior that harms self, other clients, and the Center's staff.
- Client is to refrain from using inappropriate language.
- Client will not intentionally mislead or supply misinformation to the Agency staff to secure services.

### Termination Policy

Any client who is determined to be ineligible for services will be documented with an indication of cause. This determination will be a direct result of specific guidelines and/or Agency's policy and procedure. Clients have the right to file a grievance should they feel they have been inappropriately treated.

Client exhibits prohibited conduct including but not limited to:

- Ethnic, racial, sexual, religious slurs, statements, gestures, or any act deemed offensive.
- Using offensive language.
- Name calling.
- Touching, hitting, punching, pushing or any other abusive physical behavior.

To insure staff and other client's safety, the guidelines below will be followed by supervisory staff/staff:

- Verbally disruptive client will be:
  - Warned to curb inappropriate language.
  - Taken to a private conference room to calm client and discuss issue.
  - Asked to leave the Center if inappropriate language is not discontinued.
- Physically disruptive client will be
  - Escorted out of the Center by Security.
- Staff must report all illegal/criminal behavior to the Bergen County Police following standard program procedures or with consultation with the program Director.