

June\_2024

## PSR Program guidelines and expectations

We would like you all to have the best possible experience and ask you to please follow these guidelines:

- Treat each other with respect.
- To avoid disputes please don't borrow or lend money or personal possessions.
- Come prepared with appropriate clothing for weather and activities.
- We are in a shared environment so please respect personal space of others
- Please smoke 30m from building- There is a designated smoking area at the entrance to the parking lot
- At times we may disagree or hold differing views this is okay however if you are upset about something please talk to a member of staff
- Please arrive on time for your program or appointment
- If you know ahead of time you are unable to attend a group please notify your coach or ring the main desk at **250-38—1211 or email [reception@icmha.ca](mailto:reception@icmha.ca)**

Unfortunately, you may have to miss group or 1:1 sessions if you are:

- Experiencing a deterioration in your health. We will support you to get help
- If we believe you are at risk of harming yourself or anyone else
- Actively using substances before, or during groups. We do not ask you to be abstinent but you do need to be able to safely participate in

You are welcome to return to programming when you can or in discussion with a staff member if you feel you need to take a longer break from programs.

Confidentiality - We aim to create a safe space for people and at times you may hear others share personal information, we ask that you don't repeat or share people's information outside of the programs you attend here.

If you have any questions or concerns please talk to a member of staff or you can connect with:

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