

# Pathways Counseling Center, Inc.

## CLIENT CODE OF CONDUCT

**The following will be expected of all clients participating in Counseling and/or Group programs at Pathways Counseling Center:**

- Clients will be on time for appointments.
- Clients will call and cancel prior to any appointments they are unable to keep. Clients who do not cancel scheduled appointments will be charged the Agency "No Show Fee". Clients with an excessive number of missed or cancelled appointments may be required to schedule future appointments in person.
- Clients will not bring weapons, licit or illicit drugs or alcohol on the property. Possession of the above will result in an immediate report to the police. Licit drugs may be brought if requested by a physician.
- Clients will not be under the influence of drugs or alcohol during sessions. At the discretion of the Service Provider, the client may be required to submit to a drug and/or alcohol screen at the client's expense. Failure to submit to this screen may result in termination of treatment services. Clients who appear at Pathways under the influence of alcohol or other drugs will not be permitted to participate in their session. A family member, other person of the client's choosing or the police will be called to see them safely home. If the client attempts to leave the premise prior to this person coming for them, an immediate report will be made to the police.
- Clients will not smoke in the Pathways building. Clients who smoke in the building will be asked to leave.
- Clients will participate in the programs and treatment activities as agreed to in their ISP.
- Clients will respect clinicians, other clients and themselves. Clients will respect the opinions of others, refrain from making sexist or otherwise degrading remarks, and avoid the use of violence, threats and intimidation.
- Clients will meet all financial commitments to Pathways.
- Clients will dress appropriately. Clothing or tattoos depicting or related to themes of alcohol, drugs, smoking, violence, sexually degrading or otherwise insulting to others will not be permitted. Tattoos may be covered if they do not meet Pathways standards.
- Clients will keep confidential information shared in group sessions. Clients who break confidentiality will be removed from the program.
- Clients will accept responsibility for their actions and activities while participating in sessions at Pathways.
- Clients will turn off cell phones, pagers and other electronic equipment during sessions.

**Failure to follow the Client Code of Conduct may result in any or all of the following:**

- Loss of the right to services at Pathways Counseling Center  
Lost rights may be appealed to the Clinical Director or the Executive Director by submitting a letter stating why the rights should be reinstated. The Grievance Procedure guidelines will be followed in determining whether or not rights will be reinstated.
- A report of non-compliance to Probation and/or the Court System when appropriate.