



7405 Third Line Rd., Kars, ON, K0A 2E0

- Right to Refuse Service Policy -

In order to maintain a high standard of service and provide a safe environment for its employees and volunteers, Tranquil Acres reserves the right to refuse or discontinue service to clients. Service may be denied to any client who acts inappropriately by disrupting the normal provision of services, or if a client's behavior or environment threatens the safety of Tranquil Acres employees or volunteers.

Inappropriate behavior includes but is not limited to the following:

- Unreasonable demands for service • Misrepresentation of the need for service • Personally threatening and offensive language • Threatening or erratic behavior
- Inappropriate physical contact • **physical abuse among employees including horses**
- Attending for a session under the influence of alcohol or un-prescribed substances

Any Tranquil Acres employee or volunteer can exercise the right to refuse service when confronted by a client acting inappropriately or when facing an unsafe situation. They will notify their supervisor of the situation immediately for follow-up investigation.

Verification of inappropriate behavior or an unsafe situation may result in suspension or termination of service/ program immediately.

For Congregate Participants:

Additionally, participants may be asked to leave the congregate site for the reasons including but not limited to the following:

- Under the influence of drugs or alcohol
- Wearing of heavy perfume or having inadequate personal hygiene which is offensive to other participants
- Pilfering or theft of Tranquil Acres Property