



Behaviour Expectations

Lit Therapy is a safe place for many young people, their support networks and our staff. To ensure we all feel safe, Lit Therapy has strict expectations for behavior on our premises.

Aggressive, threatening or abusive language or behavior will not be accepted on our premises. While we are understanding and supportive, and will endeavor to provide our clients with strategies to manage their emotions, we expect our clients to implement these strategies when on our premises (and ideally in the community).

Should a client become agitated, we will endeavor to support our clients to calm down using anchoring and calming techniques. If these are not successful and behavior that is aggressive or threatening is observed, the client will be asked to leave the premises immediately.

Any client who is asked to leave the premises is welcome to make an appointment for a later date, once they have calmed down. Please note, a psychologist may request a support person attend a mediation session to ensure all parties feel safe to continue therapy.

If a client is unhappy with the service they have received, they may like to make a complaint. Please see our Grievance Policy for more information on providing feedback to our service.