**Referral and Registration Process July 2022**

We take referrals in writing, either by email – [thehaven@thenhavenproject.org.uk](mailto:thehaven@thenhavenproject.org.uk) or [Jayne.caplin@thehavenproject.org.uk](mailto:Jayne.caplin@thehavenproject.org.uk) , or by post – Administration/ CEO. The email must contain the person’s full name and postal address, and a confirmation that they are happy to accept the referral.

To refer to our services we require that a person –

1. Be 18 years old or over.
2. Have an officially confirmed diagnosis of personality disorder/ Complex PTSD. We will require a copy of the diagnosis to be returned to us with a completed application form. Personality Disorder traits, or traits of CPTSD will not be accepted. There must be a full diagnosis.
3. Live in the Colchester postal area, i.e., have a CO postcode. We can not accept referrals from any other area.
4. Not be on the sex offender’s register or have any form of sexual offense against them.
5. If being referred by a professional/ 3rd party/ family member, the person must be aware and in agreement with the referral request.

We will send out an application form to be completed and returned to us along with a copy of the official diagnosis. Please note there will be a deadline for the return of the forms. Upon receipt and assessment of the application form and diagnosis we will then invite the person to The Haven for a registration meeting with us. Please note these meetings are scheduled for a Tuesday morning.

At registration we will ask the person to read and sign agreement to our Acceptable Behaviour Policy, Group Rules Policy, and our Dogs Policy (if necessary).

In the days following registration we will arrange for our Crisis Prevention Team to call and introduce themselves, after which we will discuss group attendance and invite the newly registered member of the Haven to attend.