Bazaar Eligibility Criteria

The Bazaar programme is designed to provide mental health support for individuals experiencing mild to moderate mental health concerns and emotional difficulties. To ensure that everyone who attends can do so safely, and that appropriate and effective support can be provided, we have identified certain circumstances where an individual may not be eligible to access the programme.

This criteria is in place to safeguard members, volunteers, and staff, and to ensure that members receive the most suitable level of support for their needs.

**A 'member' is an individual who is accessing the Bazaar Programme.*

Mental Health Criteria

We are unable to offer support through the Bazaar programme if an individual is experiencing mental health difficulties that require urgent, specialist, or high-intensity clinical intervention. This includes:

- Active suicidal intent or a recent suicide attempt (within the last month). This is subject to staff discretion where appropriate.
- Current self-harming behaviours that require medical attention.
- Complex or severe mental health needs, such as:
  - Schizophrenia or psychotic symptoms (including hallucinations and delusions)
  - Bipolar disorder with current manic or hypomanic symptoms
  - Severe emotional dysregulation which poses a safety risk to self or others
- Risk of harm to others, including significant unmanaged anger or aggression.
- Complex or severe mental health needs which require intensive or specialist therapeutic input.

The Bazaar programme is not equipped to provide crisis care or specialist mental health treatment. Individuals presenting with these needs should be supported by statutory mental health services or crisis intervention teams.

Behavioural Criteria

The safety and wellbeing of all members, volunteers, and staff are paramount. Individuals may not be eligible, or may be asked to leave the programme, if they:

- Attend a session under the influence of drugs or alcohol (in this instance, the individual will be turned away and their referral closed).
- Display aggressive, threatening, or unsafe behaviours that place others at risk.
- Use hate speech, abusive, or discriminatory language towards staff, volunteers, guests, or other members.
- Bring dangerous or prohibited items to sessions (e.g., weapons).
- Engage in damage or destruction of property belonging to partners, the charity or others.

Bazaar operates a zero-tolerance policy towards behaviour that compromises safety or creates a hostile environment.

Cognitive and Consent Criteria

To engage effectively with the programme, members must be able to give informed consent and meaningfully participate in sessions. Bazaar relies on voluntary participation and personal engagement. Exclusion may apply if:

- The member cannot give informed consent (for example, due to cognitive impairment or external pressure).
- The member has not consented to the referral (e.g., a parent has referred a young person who does not wish to attend).
- There is refusal or unwillingness to engage with the session content (e.g., watching videos, completing written activities, engaging in discussion-based activities).
- Cognitive impairment would prevent meaningful engagement with the programme's format and activities.

Practical Criteria

We recognise that practical barriers can affect attendance. However, members may not be eligible if they:

- Cannot attend sessions during partner operating hours
- Regularly cancel or do not attend sessions, in line with cancellation policies.
- Cannot attend sessions at the partner's chosen location.
- Are outside the eligible age range for the programme (14-35).

- Do not provide essential contact information, including:
  - Contact number
  - Emergency contact details
  - Home address
- Are already receiving structured therapeutic support (unless agreed with a mental health professional that Bazaar participation is complementary).
- Are unable to attend regular appointments or work collaboratively due to other commitments (e.g. childcare, work, or ongoing commitments).

These criteria ensure that sessions are accessible, consistent, and safe, and that members can engage fully.

Alternative Support and Signposting

If an individual does not meet the eligibility criteria for the Bazaar programme, they will, were possible, be signposted or referred to a more appropriate service. This may include:

- NHS Talking Therapies or secondary mental health services
- Crisis teams or GP support
- Community services (e.g., substance misuse services)
- Other partner support options

Our aim is to ensure that everyone receives the right level of support for their needs.

Re-referral and Review

If circumstances change (for example, a person's situation stabilises or they are discharged from specialist services), individuals may be eligible for re-referral to the Bazaar programme. Each case will be reviewed on an individual basis.

If you have any questions about eligibility please email partnerships@opendoorcharity.com.