



Service Users Code of Conduct

All service users are expected to conduct themselves in an appropriate manner.

- 1) Staff will be respected at all times.
 - a) Any verbal abuse of staff is unacceptable.
 - b) Any physical abuse of staff will result in instant dismissal.
 - c) Service Users will observe all staff instructions, whether at our Centre or on Outings.

- 2) Other Service Users are to be respected at all times.
 - a) Verbal abuse of other Service Users is not acceptable.
 - b) Physical abuse of other Service Users be it fighting or inappropriate touching will not be tolerated and will result in instant dismissal. In extreme cases will be reported to the appropriate authorities.
 - c) Intimidating, offensive and/or threatening behaviour will not be tolerated.
 - d) Disruptive behaviour at any time is unacceptable.

- 3) Any failure to follow the code of conduct will result in the following actions being taken.
 - a) In the first instance the Service User will be given a verbal warning, with a Trustee present to observe proceedings.
 - b) A second offence will result in a written warning being issued.
 - c) If a Service User fails to observe the first two warnings and commits a further offence, they will be asked to leave on a permanent basis.

! This is your service, please treat others as you would wish to be treated yourself !

Issued on behalf of Trustee's

by

Thomas. B. McB. Wingrove. (Co-Chair of Trustee's Committee)