

# Caia Park Partnership Ltd

## Code of Conduct for Service Users



### Introduction

The Partnership aims to be an open and supportive organisation which provides everyone the opportunity to access services in a safe and friendly environment. This can only happen if everyone treats each other with courtesy and respect.

This Code of Conduct is here to be clear what behaviour is expected of service users.

### Good Behaviour

Service users are expected at all times and in all dealings with staff, fellow service users and volunteers to behave with care and consideration. The Partnership's expectations of service users in respect of behaviour are outlined below:

- to respect the organisation's values and principles and to adhere to the organisation's rules and procedures
- co-operating with fellow service users, members of staff and volunteers in the development of an environment of partnership and understanding
- to comply with the Partnership's Code of Conduct for Service Users.

### Health & Safety

Service users are expected to contribute to the promotion of a safe environment in which to access services;

- taking time to observe the fire and emergency evacuation directions and emergency exits;
- employing safe working practices at all times;
- observing specific Health & Safety Regulations on all partnership premises;
- being familiar with first aid provision in the Partnership.

### Race Relations & Equal Opportunities

Caia Park Partnership Ltd is committed to promoting equality of opportunity for all its service users and staff in all aspects of services provision to ensure that no one is discriminated against on the grounds of race, colour, religion, sex, marital status, disability, age, social position or sexual orientation.

In becoming a service user you are expected to observe and adhere to the Partnership's Equal Opportunities Policy.

## The Environment

Service users are expected to contribute to the maintenance of a suitable service provision environment by treating Partnership buildings, furnishings and their decoration with care and avoiding deliberate damage or defacement.

In the interest of your health and safety, Caia Park Partnership Ltd operates a No Smoking Policy within the Buildings of the Partnership. Specific smoking areas are specified and are the only places on site where smoking is permitted.

## Unacceptable Behaviour

In general terms, any failure to meet the requirements of the Partnership's Code of Conduct for Service Users is unacceptable. The following are examples of unacceptable behaviour which may result in further action:

- physical or verbal abuse, of any person on partnership premises (or at Partnership activities); or anyone employed by, or working on behalf of, the Partnership
- threatening or intimidating behaviour towards fellow service users, volunteers or anyone employed by, or working on behalf of, the Partnership
- defacement – of personal or Partnership property
- any form of harassment, or intimidation
- processing, selling, using or distributing controlled substances (i.e. drugs) on partnership premises
- breaches of Partnership fire and other health & safety regulations (including failure to comply promptly with evacuation procedures, and interference with safety notices and equipment)
- theft or attempted theft of personal or Partnership property
- all forms of dishonesty, including cheating and knowingly furnishing false information to the Partnership
- forgery, and alteration – or unauthorised use - of Partnership documents with the intent to defraud others or to misrepresent oneself