

# Client Code of Conduct

The Senior Advocacy Network (“SAN”) adopts this Client Code of Conduct (CCOC) in order to define transparent, acceptable standards of behavior for clients, including their agents<sup>1</sup> and companions. This CCOC outlines SAN’s policy when the CCOC is violated. Each client must review and sign this document.

## **EXPECTATIONS**

It is expected that the client will treat all SAN staff and representatives<sup>2</sup> with respect with words, body language, and gestures. This is required during all interactions including on the phone, in-person appointments, court appearances, email exchanges and during home visits.

## **UNACCEPTABLE BEHAVIORS**

1. Any form of violence (verbal, sexual, or physical) toward any person. This includes sexual, racial, or other types of harassment, whether verbal or physical in nature. Specifically, SAN will not tolerate the following types of verbal abuse: yelling, cursing, insults, threats, discriminatory comments of any nature.
2. Any attempt to disrupt SAN’s work process including but not limited to:
  - a. Insisting on jumping the line to receive services before other clients
  - b. Continuously showing up without an appointment to demand services
  - c. Leaving more than one message in the same day for the same issue
  - d. Refusing to work with assigned staff
3. Weapons (including, but not limited to, firearms) are not allowed within our buildings.

## **SEVERITY OF BEHAVIORS**

SAN maintains the right to determine if a behavior represents a mild, moderate or severe infraction of our CCOC. Here are some *examples* of each type of severity:

- a) Mild: a short outburst that includes cursing, hanging up on SAN staff, calling and leaving messages five times in one day.
- b) Moderate: refusing to provide information, many attempts to receive drop-in services
- c) Severe: any physical violence, any threats toward our staff, any aggressive and discriminatory comments toward our staff

## **REPORTS OF DISRUPTIVE BEHAVIOR**

If any individual working at or with SAN reasonably believes that a client is engaging in disruptive behavior or has broken our CCOC, they will discuss directly with the client, document the incident, and advise their immediate supervisor or contact at SAN as soon as possible.

## **ACTION**

1. Supervisor will review the information provided. Supervisor will interview all staff involved and may choose to interview the client and/or their agent as applicable.
2. If the client has violated the CCOC, they may face the following consequences:

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<sup>1</sup> Chaperones, caregivers, family members, friends and any other individual who interacts with SAN within the scope of that client’s current services

<sup>2</sup> Representatives including, but not limited to: volunteers, contractors, partner agencies.

- a. For mild to moderate infractions, the client will be informed by phone or by mail that they have violated our CCOC and that any further infractions will result in their termination as a SAN client (2 strike policy). If a second strike is committed, the client will be terminated as a SAN client immediately and will be informed of their right to file a grievance.
- b. For severe infractions, the client will be terminated as a SAN client immediately and will be informed of their right to file a grievance.

**AGREEMENTS**

*Please initial next to each number.*

- 1. \_\_\_\_ I understand the SAN has limited funding and staff and must stretch those resources and use them efficiently in order to provide quality services to as many people as possible.
- 2. \_\_\_\_ I agree to be truthful in my dealings with SAN staff and will not withhold information needed by SAN to accurately evaluate my matter.
- 3. \_\_\_\_ I will be cooperative in my dealings with SAN staff and will use my best efforts to gather and obtain documentation as requested in this matter.
- 4. \_\_\_\_ I will attend all scheduled appointments, meetings and hearings and will notify SAN if I am unable to attend a scheduled appointment. We appreciate a 24 hour notice when possible.
- 5. \_\_\_\_ I will make myself available for phone calls with SAN as needed and will check my voice messages at least once each day and respond promptly to any requests made by SAN.
- 6. \_\_\_\_ I will treat SAN staff and representatives with respect whenever I interact with them.
- 7. \_\_\_\_ I will exercise restraint in how frequently I contact SAN for updates about my matter with the understanding that excessive inquiries keep SAN personnel from getting work done.
- 8. \_\_\_\_ If any of my contact information changes, I will notify SAN within 7 days.
- 9. \_\_\_\_ I understand that if I treat SAN personnel disrespectfully or violate this CCOC, SAN may discharge me as a client and/or refuse to serve me.
- 10. \_\_\_\_ I will avoid physical interactions with SAN staff when I am sick with a communicable disease and take precautions to prioritize their health.

CLIENT PRINTED NAME: \_\_\_\_\_

CLIENT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_