

HIV/AIDS RESOURCES AND COMMUNITY HEALTH CLIENT CODE OF CONDUCT

Clients will:

1. Treat staff & volunteers with respect & honesty.
2. Inform staff of needs and changes in circumstances in order to receive relevant services.
3. Give advance notice of their need to access services in order to ensure the services can be provided in a timely manner.
4. Be prepared to work with other HIV/AIDS Resources and Community Health (ARCH) staff when the Support Coordinator is not available, or be willing to wait until the Support Coordinator is available.
5. Understand that ARCH works with many individuals with many levels of needs, and staff may need to prioritize their time to deal with emergency or high need situations.
6. Maintain confidentiality of other clients and staff.
7. Understand that ARCH and its staff have limitations in regards to the services they provide.
8. Realize that access to services may have limits and eligibility does not automatically ensure services.
9. Understand that staff/volunteers may not be available on a drop in basis, an appointment may be necessary.
10. Deal with problems and concerns in a mature manner according to ARCH's Policies & Procedures.

Refusal of Service:

Service users have a responsibility to be respectful and considerate of other service users, employees and volunteers of ARCH. The decision to refuse service is usually made by the employee/volunteer in consultation with the Executive Director. Wherever possible, if a service user is refused service, that service user is provided with a referral to other ARCH services and / or other appropriate agencies.

Individuals may be refused service:

1. Where a manager and an employee agree that a service user has contravened the above responsibility.
2. Where a service user in a support group threatens or harms fellow group members, is disruptive to the groups ability to function, or breaches the group confidentiality requirement.
3. Where a service user behaves violently. (see Policy on Prevention of Workplace Violence)
4. Where a service user is threatening or obscene in interaction with employees, volunteers or other service users.

Client Signature: _____ Date: _____