



Service User Code of Conduct

At Ham & Petersham SOS, we offer our service users respect, dignity, confidentiality, support, help and assistance where possible within the constraints of our organisational framework. In return, we expect our service users to treat our staff, our volunteers and all of the other service users, with the respect and kindness they deserve. Below we set out what you as a service user can expect from Ham & Petersham SOS and also what we expect of you as a service user.

Purpose of services

Ham & Petersham SOS aims to provide services that will

- Help our services users to live independently and safely.
- Combat isolation & loneliness improving wellbeing.
- Help our service users to stay involved in the local community.

To achieve this we will

- Maintain an open door policy and will not reject any person on the basis of gender, ethnicity, disability, sexual orientation, religion, belief, gender identity or age.
- Provide a safe and supportive environment.
- Respect the rights and decisions of service users.
- Respect the confidentiality and privacy of service users.

Expectations of service users

We expect all our service users to:

- Treat our staff, our volunteers and other service users in a kind and respectful manner. We will not tolerate abuse, violence, anti-social behaviour or infringements of the rights of others at any time. In

particular, we will not tolerate discrimination against anyone because of their gender, ethnicity, disability, sexual orientation, religion, belief, gender identity or age.

- Create good relationships with fellow service users, avoiding avoid confrontation and arguments.
- Promote a positive and inclusive culture when using our services that acknowledges and welcomes existing and new service users.
- Follow the direction of our staff and volunteers where necessary.
- Follow any health & safety guidance issued.
- Recognise that Ham & Petersham SOS is a charitable organisation, and therefore not always able to meet every demand that is made of us.

Ham & Petersham SOS reserves the right to...

Where a service user has treated staff, volunteers or other service users disrespectfully or has shown abusive, threatening or other inappropriate behaviour, Ham & Petersham SOS reserves the right to ask the service user to leave that service, or, revoke their membership of the charity and the use of all the services that the charity provides.