



HF Mencap's



Accessible Code of Conduct



for Service Users and their Family, Friends and Carers



HF Mencap make sure that all the people use our services are treated respectfully.



In return we ask that our service users and their families and/or carers treat other clients, HF Mencap staff and property with respect and follow these rules.



If you do not follow the rules we will address the problem straight away.



You may be asked to leave an activity, event or a service for some time or permanently for the welfare of other users and our staff.



To stop this from happening we will work with you.



If the client is under the age of 18 we will seek parental/carer involvement.



We understand that clients accessing our services have different levels of needs.



Depending on a adult clients level of independence we seek to empower individuals and will work with the client directly to sort out the matter.



For adults that have less independence for example people who receive support services from HF Mencap or attend with a support worker, the matter will be talked about with their family or carer but HF Mencap will keep the person involved and informed at all times.



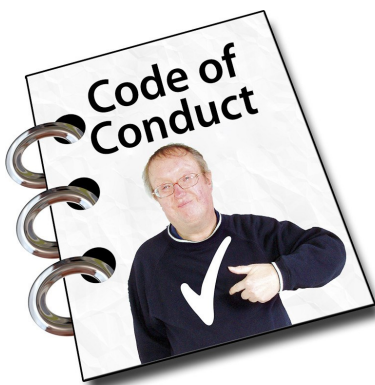
We understand that some reasonable adjustments are required depending on individual disability.



Where this happens HF Mencap will assess risk and ensure the appropriate levels of support are in to prevent problems.



We do this to make sure we can offer high quality services, to keep our clients and employee safe and happy and to follow the law.

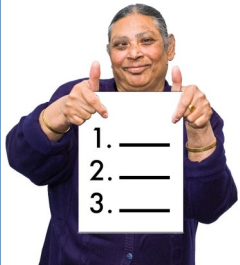


The Code of Conduct explains how we expect our service users, family, friends and carers behaviour when using our services.

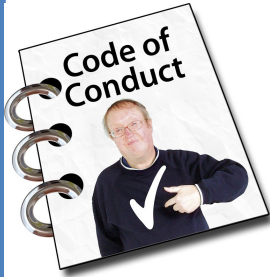


Code of Conduct

The Essentials

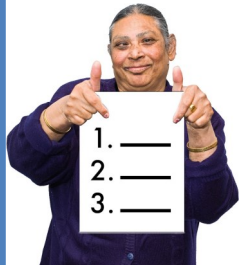


- Keep yourself safe by listening to staff and speak out when something is not right.
- Do not wander off or leave without telling a member of staff.
- Do not remove HF Mencap property or damage it .
- If you make a drink, wash your cup and keep areas clean and tidy.
- Please look after your own belongings, HF Mencap are not responsible if something is damaged (if you attend our services independently).
- If you receive support services label their belongings and do not bring in items worth over £50.
- If attending sessional activities, try to make it on time or inform a member of staff if you are running late.



Code of Conduct

Expected Behaviour



- Respect and celebrate difference, do not be rude to anyone else on the grounds of gender, race, sexual orientation or ability.
- Report any incidents of bullying to a member of staff.
- Treat others with respect.
- Make our services and spaces are a friendly place to be.
- Support and encourage everyone.
- Follow our online safety and internet use policies.
- Verbal abuse of staff or others is unacceptable.
- Physical violence or inappropriate touching of clients or staff will result in you being asked to leave. A meeting will be held to talk about whether you can keep using our services. In some cases it may need to be reported to your social worker or the police.