

University Settlement Policy			
Subject:	Client Rights and Code of Behavior	Page:	1 of 2
Issued:	March 18 th , 2009	Effective:	April 22 nd , 2009
Revised:	October 16, 2012		

POLICY STATEMENT

At University Settlement we have a responsibility to our community to provide an environment that is safe, healthy and productive for all. In order to do that we need the help of those individuals who participate in our programs and services and/or use our space. To that end, some rules of conduct are needed to help everyone be together at University Settlement in a harmonious fashion.

PURPOSE

The purpose of this policy is to outline the right and responsibilities of anyone using University Settlement programs, services and facilities (hereafter referred to as clients). The purpose of these rules is not to restrict client’s rights, but rather to be certain that everyone understands what conduct is expected.

SCOPE

This policy applies to University Settlement clients.

GUIDELINES

- Clients have the right to:
 - Receive services regardless of race, sex, color, ancestry, place of origin, ethnic origin, same sex partner status, sexual orientation, age, disability, citizenship, family status or marital status, creed or other grounds that are legislatively protected.
 - An environment that is free from discrimination and harassment and is respectful of their culture and beliefs.
 - Participate in all programs and services in a safe, clean and comfortable environment.
 - Be treated with dignity, courtesy and respect.
 - Receive the information and support that they need in order to make decisions that will enhance the quality of their lives, within the scope of the program and staff’s knowledge.
 - Receive a response to any concern or complaint they raise.
 - Confidential treatment of their personal information.

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- While it is impossible for us to address all situations, University Settlement prohibits the following on our premises:
 - Violent or threatening conduct including the possession of a weapon.
 - Negligence or any careless action, which endangers the life or safety of an employee or other person.
 - Interfering in the ability of another person to participate in our programs and services in an environment that is safe, healthy and productive.
 - Profane or abusive language.
 - Videotaping, recording or photographing University Settlement programs, services and activities without the attending staff member's permission.
 - Vandalism and theft of any University Settlement's, staff's or another client's property.
 - Use, process or sale illegal substances.
 - Creating a nuisance by loitering or sleeping in the lobby.
 - Smoking.
 - Animals, except designated service animals.
 - Violation of any additional University Settlement's policies or procedures.
 - Other behaviors deemed to interfere with the ability of University Settlement to provide an environment that is safe, healthy and productive for all.

PROCEDURES

- 1) If you feel that another individual is violating this policy, please speak with that individual directly, as many issues can be resolved in this fashion. If this is not possible, or you require staff support, or this has already been attempted without satisfactory resolution, please speak to a staff person.
- 2) Anyone found interfering with the ability of University Settlement to provide an environment that is safe, healthy and productive for all will be asked to stop the specific behavior(s). If they are unable or unwilling to stop the behavior they will be asked to leave the premises until such time as they can behave in a manner consistent with this policy. If an individual is unwilling to leave, and staff determines it is appropriate, the police will be called.