

## Support for Survivors Charity Service User Agreement Code of Conduct & Behavior

**Support for Survivors Charity are committed to the delivery and provision of services available to actively reduce your distress. All our engagement has a strong focus on positive mental attitude for your empowerment, recovery, and well-being.**

**In signing this document, you agree to:**

- **Demonstrate mutual respect between yourself and other service users, or volunteers.**
- **Commit to good time-keeping, and regular attendance.**
- **Complete work that has been agreed to (either via group activity or 1-2-1 sessions), fully and on time.**
- **Participate constructively in group activity or 1-2-1 sessions; contributing respectfully, acknowledging that everyone has a right to their own opinions & beliefs and that we are each free to share such views without being interrupted.**
- **Demonstrate an ability to listen to the views of others whilst maintaining an open mind (a courtesy that will be extended to all service users and volunteers)**
- **Avoid the use of course, offensive, or vulgar language, this can be upsetting and may trigger others within the group setting.**
- **Be alcohol or drugs free (\*which does not include prescribed medication\*) during your session/s time. Under no circumstances will service users be able to access services through Support for Survivors Charity unless this is the case. This is to safeguard both the individual in question as well as other service user's and volunteers.**

Support for Survivors expect all individuals without exception to respect each other regardless of their gender, race, ethnicity, culture, religion, disability, sexual orientation, or political affiliation.

We have a **Zero Tolerance** policy in respect of any form of discrimination, bullying/intimidation, or abusive behavior/s.

Such conduct will under no circumstances be tolerated under any circumstances.

Any individual demonstrating such behavior; will receive an immediate suspension from being able to access all services provided by Support for Survivors Charity whilst further investigation takes place. This may result in an individual being unable to access support permanently (should the level of behavior be deemed to be of such seriousness).

Support for Survivors may also refer any such incidents to the police should it be considered that a crime has taken place.

Our aim is to provide you with positive pro-active progression pathways. All support and delivery of 1-2-1 support, advocacy support, group drop-in's , therapy, and educational programs have been put into place, and will benefit you.

- **If you are not consistent or appear unwilling to engage with our or your support, then you may be put on hold for three months, we will then review your situation.**
- **Three missed appointments in a row will or may trigger this.**

If you are unable to make your appointment, please contact your support worker who will arrange a new appointment for you. We do know how daunting your first two appointments may be and will talk this through with you over the telephone.

Appointments are extremely precious.

At times due to 'Safeguarding' issues we may have to cancel your appointment due to an active act of helplessness and weakness of another. Lives are very important and very precious to Support for Survivors. Unfortunately, common with victims and survivors. Safety is a priority, and we ask that you please understand if you have not heard from your key worker at the time of your appointment and not intentional in any way.

Safeguarding vulnerable adults is our priority.

**It has come to our attention that individuals are using our service for their own financial gains only. – What does this mean, and should it be in here?**

Sign.....

Print.....

Date.....

Professional Print .....

Professional Signature .....

Date.....

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Updated 02/09/2020 .  
Reviewed & updated 20/01/2021 by M. Leigh (Director) Gibbon & Z. Sanigar Trustees