



## **Service User Agreement** **(Code of Conduct, Boundaries and Behavior)**

**Support for Survivors Charity commits to the delivery and provision of available services aimed at actively reducing your distress. All our engagement has a strong focus on a 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 and volunteers.
- Commit to good time-keeping and regular attendance.
- Ensure complete support is provided as agreed upon (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.
- Maintain an open mind and be willing to listen to the views of others (a courtesy that we will extend to all service users and volunteers).
- Avoid the use of coarse, offensive, or vulgar language. This can be upsetting and may trigger others within the group setting.
- Be alcohol or drug-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 yourself and other service users and volunteers.

Support for Survivors expects 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 concerning any form of discrimination, bullying, intimidation, or abusive behavior/s. We will not tolerate such conduct under any circumstances.

Any individual demonstrating such behavior will receive an immediate suspension from being able to access any 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.



We aim to provide you with positive, proactive progression pathways.

We implement all 1-2-1 support, advocacy support, group drop-ins, therapy, and educational programs to benefit you.

- If you are unwilling or unable to consistently engage with our support, then you may be on hold for three months. We will then review your situation to see if it is appropriate for your support sessions to resume.
- Three missed appointments in a row may trigger this. This is because demand for our support is so high, and sessions could be allocated to someone else on the waiting list.

If you cannot 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.

On occasions, due to Safeguarding issues, we may have to move or cancel your appointment. We understand that this may be disappointing, but safeguarding our clients must always take priority. We appreciate your patience and understanding if this should happen.

Service User Print name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Support Worker Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_