



CLIENT CODE OF CONDUCT

The Dempsey Center strives to be a haven of support for those impacted by cancer. To help ensure a safe, healthy, and productive environment for all who utilize any Dempsey Center location or service, Dempsey Center asks that all Clients be mindful of Dempsey Center's rules and standards regarding conduct.

Dempsey Center's Code of Conduct rests upon the fundamental concept that all Clients and Dempsey Center staff are entitled to be treated with dignity and respect

Prohibited Conduct:

- ***ABUSE.*** Abusive language towards a staff member, volunteer, or another client/participant, which may or may not include the following. Abusive language includes by way of example, terminology that can reasonably be viewed as foul or offensive, harassing, bullying, demeaning, threatening, racist or racially motivated slurs or comments, or any statements that can reasonably be interpreted by recipients or bystanders to rise to the level of abuse.
- ***DISCRIMINATION.*** Verbal or written language or gestures intended to, or which can reasonably be anticipated to be interpreted as, demeaning or discriminating against a person based on a person's race, color, religion, sex, sexual orientation, gender identity, age, national origin, height, weight, marital status, veteran status or disability or any other legally protected class and/or characteristic.
- ***INTIMIDATION.*** Verbal or written language or gestures intended to instill fear or intimidation, or which can reasonably be anticipated to be perceived as threatening, including using loud or derisive tones or intimidating gestures.
- ***SEXUAL HARASSMENT.*** Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal statements or physical conduct that could reasonably be perceived as sexual in tone or nature.
- ***DANGEROUS ITEMS.*** The Dempsey Center does not permit: possession or use of alcoholic beverages or illegal drugs on Dempsey Center's property; reporting to a Center while under the influence of illegal drugs or alcohol; or possession of explosives, firearms, or weapons of any kind on Dempsey Center's property.
- ***DISRESPECT.*** Any verbal or written language or gestures that do not meet reasonable standards of courtesy and respect for others.



Opportunities to Correct Behavior:

Participation in the Dempsey Center's programs is subject to the observance of the Dempsey Center's rules and procedures. In Dempsey Centers' sole discretion, a Client who fails to meet the Code of Conduct standards may be given notice and an opportunity to cure or address the behavior or circumstances, before other actions are taken by Dempsey Centers.

Remedial Action:

In its sole discretion, Dempsey Center may, either immediately, or if a Client is given notice and fails to correct or improve the behavior or circumstances, take protective or corrective steps including (a) prohibiting the Client from participating in Dempsey Center programs; (b) terminate Client's receipt of services; (c) prohibit the Client from entering Dempsey Centers locations; and (d) limit or preclude communications with Dempsey Centers staff or representatives.

Dempsey Center shall engage in reasonable steps to resolve concerns regarding a Client's conduct. In the event Dempsey Center determines that a Client's actual or threatened conduct poses a risk of detriment or harm of any kind (including but limited to physical harm, to any staff or other Client), and that intermediate steps, such as a discharge from services may not be sufficient to provide adequate protection from an imminent threat to health or safety, Dempsey Centers may take the following action(s):

- Seek a No Trespass Order from the local police department;
- Seek a Protection from Harassment Order from a local court, on behalf of or in support of its staff, or an individual Dempsey provider.

Dempsey Centers shall strive in all circumstances to respect and protect the confidentiality of all Clients' personal health information, subject to exceptions provided by law, including to protect the health, safety, and wellness of third parties.

Acknowledgement:

I acknowledge that I have read and understand the Dempsey Center's Client Code of Conduct, which explains behavioral expectations for Clients to safely participate in Dempsey Center's programs and services. I agree to abide by the conduct described above and understand that I may be removed as a Client if I violate any of these expectations. I also acknowledge refusal to sign this Client Code of Conduct may result in the Dempsey Center not allowing me to engage as a Client (I will not be able to access services).