



## Policy Document 4.4

# Service User Conduct Policy

Version	Date Published	Amendment(s)	Author(s) / Approved by.	Next Review Date
2.0	16 <sup>th</sup> April 2020	N/A	Quality and Governance Committee	16 <sup>th</sup> April 2021
2.01	1 <sup>st</sup> December 2022	Added examples of inappropriate language	Quality & Governance Committee	December 2025

### *Policy Statement*

As a registered charity providing services to people who are suffering from serious problems with both their mental and physical health, Changes Health & Wellbeing has a duty of care to ensure that it provides a safe environment for its service users and its staff: both paid employees and volunteers.

### *Introduction*

In order to provide such a safe environment, Changes Health & Wellbeing expects that its service users behave and conduct themselves in a responsible, respectful and considerate manner towards other service users and its staff and not to engage in any acts of misconduct that harms, or potentially threatens to harm, anyone using or providing its services. Changes Health & Wellbeing has a zero tolerance policy for any misbehavior or inappropriate conduct from any person accessing its services.

The following are examples of serious misconduct.

#### **Threatening Behaviour**

Threatening to harm fellow service users or members of staff whether on or off Changes premises.

#### **Physical Assault**

Using physical violence towards fellow service users or members of staff whether on or off Changes premises.

#### **Verbal Abuse**

Verbally abusing fellow service users or members staff in an aggressive manner likely to cause them emotional distress whether on or off premises.

### **Inappropriate Intrusion in Private Life**

Inappropriately researching, stalking or intruding into Staff, Volunteers or service users personal and private life.

### **Risk to Children, Young People or Vulnerable Adults**

Any behavior or actions or disclosed information, past or present, which leads a member of the Senior Management Team to consider a service user to be a potential risk to Children, Young People or Vulnerable Adults. This includes, for illustrative purposes, previous convictions for sexual offences involving Children or Young People, or convictions for fraud against Vulnerable Adults.

### **Disruptive Behaviour**

Being persistently disruptive at mutual support groups, in workshops or training sessions, or at any social event organised and/or managed by Changes Health & Wellbeing – this includes not following any reasonable instruction from a meeting coordinator, wellness coach or any other member of staff or volunteer acting in the course of their duties.

### **Breaching Confidentiality**

Deliberately and willfully breaching Changes Health & Wellbeing confidentiality policies and its Mutual Support Group Protocol by disclosing any information of confidential nature to any third party not present at the relevant session.

### **Being under the influence of alcohol or any illegal substance**

Attending any event managed or organised by Changes Health & Wellbeing while being under the influence of alcohol or any illegal substance, or consuming alcohol or illegal substances. An exception is in place for events that take place where alcohol is normally consumed – however consumption of alcohol must be in moderation and not lead to serious impairment.

### **Being in possession of any illegal substance or items**

Attending any event managed or organised by Changes Health & Wellbeing while being in possession of any illegal substance or item (including dangerous or prohibited objects), or having in your possession any illegal substance (including dangerous or prohibited objects) whilst on any premises owned by Changes Health & Wellbeing or used by Changes Health & Wellbeing.

### **Using inappropriate or bad language**

Persistently using inappropriate or bad language likely to cause offence and/or distress to fellow service users, staff or members of the public, or using inappropriate or bad language with the intention to cause offence or distress. This includes, but is not limited to, any language used detrimentally against any protected class under the Equalities Act 2010. Examples could include racist, sexist, homophobic and transphobic language.

### **Engaging in immoral or obscene behaviour**

Deliberately or willfully engaging in immoral or obscene behaviour likely to cause offence and/or distress to fellow service users, staff or members of the public. This includes past and present behaviours.

### **Sexual Harassment**

Deliberately sexually harassing, either verbally or by unwelcome physical contact or using any media, fellow service users or members of staff. This includes unwanted romantic advances.

### **Dishonesty**

Engaging in any form of dishonest behaviour towards or involving the charity, service users or members of staff, including volunteers.

### **Misuse of Facilities**

The deliberate misuse of facilities belonging to the charity, Changes Health & Wellbeing, including its computers, equipment, assets (both tangible and intangible) and premises, or the property of any third party, whether or not resulting in damage or injury.

### **Other reasons**

Any action or inaction, current or otherwise which, in the opinion of a Senior Manager, will have, or may have a negative or otherwise detrimental impact (whether tangible or intangible) on any or all of the following: Changes Health & Wellbeing, its service users, employees, volunteers, contractors, partners or funders.

Should any person engage in any of the above misdemeanors, then the charity, Changes Health & Wellbeing reserves the right to refuse to provide that individual with any of its services and to permanently exclude them from accessing all of its services. This is held as a last resort, and will only be used in serious cases, or where repeated warnings have gone unheeded. Before action is taken, the matter will be fully investigated and the appropriate response issued, along with any relevant information.

Where any of the above may be deemed to constitute criminal wrong-doing, Changes Health & Wellbeing may report such incidents to the police, which may lead to criminal prosecution.

The above examples of serious misconduct are indicative only and does not preclude action by the charity, Changes Health & Wellbeing, to exclude individuals from its services for reasons other than those listed above.

A notice will be in place at all premises setting out that Changes Health & Wellbeing operates a zero-tolerance policy, and that a copy of this policy is available to service users upon request. The policy is also displayed on our website.

Changes Health & Wellbeing will keep a record of all service users who are excluded from its services, and will take all necessary steps to ensure exclusions are enforced.

Signed on behalf of Committee:  \_\_\_\_\_

Print Name: ERNEST JOHN HOWS

Date: 1st December 2022