



Client Code of Conduct and Responsibilities

The purpose of the Client Code of Conduct and Responsibilities is to define the responsibilities of all Carefirst clients before, during and after receiving the services. The goal is to ensure that Carefirst clients and employees all have a positive experience in our setting by having established clear parameters with respect to client conduct. All clients, as a condition of their continued services at Carefirst, will abide by our rules, regulations, policies, and all other lawful standards. This Code of Conduct and Responsibilities also applies to any individual who may accompany the client into the Carefirst facilities.

Clients will

1. Treat all individuals (clients, visitors, Carefirst employees & volunteers) with respect and courtesy whether with words, body language, or gestures.
2. Be honest and factual when communicating with staff.
3. Refrain from any form of violence (verbal, sexual, or physical) to any person. This includes sexual, ethnic, or other types of harassment, whether verbal or physical in nature.
4. Be considered non-compliant for repeated and/or deliberate violation of Carefirst rules or policies.
5. Adhere to any required infection & prevention control practices/guidelines from the government and Carefirst, including but not limited to, hand hygiene, mask wearing and physical distancing.
6. Understand that there are limitations to the services and programs that Carefirst and its employees and volunteers provide.
7. Realize that access to services/programs may have limits and eligibility does not automatically ensure the provision of services/programs.
8. Take care of Carefirst's facility, equipment and furniture.
9. Keep valuable items with them at all times. Carefirst is not responsible for any lost or stolen items.

Clients will not

1. Discriminate against any individuals or group of individuals.
2. Impose personal beliefs or standards on others.
3. Possess any form of illicit drugs or alcohol in any of Carefirst's facilities.

Refusing Service to Clients

All individuals have a responsibility to be respectful and considerate of other clients, visitors, employees and volunteers of Carefirst. The decision to refuse service to a client is usually made by the employee/volunteer in consultation with the Senior Director of Operations & Client Care of Carefirst.

Individuals may be refused service:

1. Where a manager and an employee agree that the individual has contravened any of the above Code of Conduct and Responsibilities; OR
2. Where an individual behaves violently, is threatening or obscene in the interaction with Carefirst employees, volunteers or other clients, is disruptive to the group's ability to function, and/or is disruptive to the environment to perform the service/program.