



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, this Client Code of Conduct applies to all clients and to any guests accompanying or associated with a client while in Dempsey Center spaces or participating in Dempsey Center services.

Dempsey Center's Code of Conduct rests upon the fundamental principle that all clients, guests, staff, and volunteers 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 Dempsey Center programs and services is contingent upon adherence to this Code of Conduct. At its sole discretion, Dempsey Center may provide a client or a guest with notice and an opportunity to correct or address behavior or circumstances that do not meet these standards prior to taking further action.

Remedial Action:

At its sole discretion, Dempsey Center may take protective or corrective action if a client or guest violates this Code of Conduct. Such action may include, but is not limited to:

- Prohibiting a client from participating in Dempsey Center programs
- Terminating a client's receipt of services
- Prohibiting a client or guest from entering Dempsey Center locations
- Limiting or precluding communications with Dempsey Center staff or representatives

Dempsey Center shall take reasonable steps to resolve concerns related to conduct. If Dempsey Center determines that a client's or guest's actual or threatened conduct poses a risk of harm to staff, clients, guests, or others, and that intermediate steps are insufficient to ensure safety, Dempsey Center may take additional action, including:

- Seeking a No Trespass Order from the local police department
- Seeking a Protection from Harassment Order from a local court on behalf of or in support of Dempsey Center staff or providers

Dempsey Center will strive in all circumstances to respect and protect the confidentiality of clients' personal health information, subject to exceptions provided by law, including when necessary to protect the health, safety, or well-being of others.

Acknowledgement:

I acknowledge that I have read and understand the Dempsey Center's Client Code of Conduct, which explains behavioral expectations for clients and their guests while participating in Dempsey Center programs and services. I agree to abide by these expectations and understand that violations may result in my removal as a client and loss of access to Dempsey Center services. I understand that refusal to sign this Code of Conduct may result in my inability to engage as a client or access Dempsey Center services.