



CODE OF CONDUCT



The following is the Code of Conduct for everyone that accesses our Peer Support Centres.

The Code is developed in an effort to maintain safety, respect, accountability and responsibility and is aligned with the Values of PSSEO.

HOURS OF OPERATION

Hours of operation for each Centre are posted at the front entrance, on PSSEO's website (www.psseo.ca) and in our brochures. In the event of bad weather, if safety is a factor, or if we are not able to secure sufficient staffing, we may need to close the Centre early or entirely for the day. When the Centre is closed the telephone message will be changed to reflect the closure and, when possible, a sign will be posted in the entrance doorway. We know how important the Centre is to you so please rest assured that every effort will be made to open the Centre.

ATTIRE

Full clothing including shoes, shirt, and pants/shorts are to be worn by all participants. In the winter months and in an effort to maintain a clean and safe environment participants are encouraged to bring additional indoor footwear if possible.

FOOD PREPARATION

Only those involved in the food preparation or clean-up are to be in the kitchen. All those that are in the kitchen or who have any contact with food or beverages must first wash their hands in the areas provided.

BEHAVIOUR

The following will **NOT** be tolerated within the Centre (inclusive of the areas directly outside the Centre):

- Any loud or threatening outbursts which are seen to negatively disrupt the Centre environment or Peers.
- Threats or the mention of other Peers in a negative, disrespectful or angered fashion.
- The disclosing of other individuals personal information.
- Discussion, possession or procurement of illegal or illicit substances in any way or at any time.
- The intrusion or unwelcomed advance into any person's personal space.

In the event these behaviours (but not limited to) occur:

- Staff will approach the individual to stop the behaviour.
- If the behaviour persists beyond the initial intervention the individual will be asked to leave the Centre for the remainder of the day.
- If the situation(s) above persist, the individual will be asked to leave for a reflection period ending with a meeting with the staff to determine re-accessing of the Centre by the individual.
- At any time staff may call the Police if the situation warrants their involvement and any safety is threatened.
- Staff will ensure the Compliments, Concerns and Complaints brochure and process are explained and provided.
- Staff are equipped with Panic Alarms for the safety of both the staff and all Peers.

There is **ZERO** tolerance for violence or harassment, including innuendos, of any kind and it is expected that participants will treat all others with respect. If such acts occur the individual will be asked to leave, and if they refuse the Police will be called, with no exceptions.

THEFT

Theft of any Centre property will be managed swiftly and immediately by the Centre staff and Support Centre Coordinator. The Police will be called and the theft reported, and any individuals may be identified as having ANY involvement or information surrounding the theft.

FURNITURE/EQUIPMENT USE

Peers are expected to use Centre furniture in a respectful manner such that their use does not damage the item or infringe on its use by others. If furniture is damaged, please notify staff promptly so we can repair or replace what is needed within the organizations means.

CONFIDENTIALITY

ALL conversations and discussions held in the Centre are to remain in the Centre, inclusive of the identities of individuals who access the Centre.

ADDITIONAL

If there are any problems/issues at any time they should be discussed with the Peer staff on shift. Alternatively the Support Centre Lead Coordinator can be contacted if the Centre staff are not available. All program participants are expected to clean up after themselves and participate in the maintenance of the Centre.

It is expected that everyone accessing the Centre is made aware of and reads through the Code of Conduct.

These are developed to ensure safety, and recovery remains at the forefront of all we offer for everyone we offer it to. The Centres are defined by the individuals who access them and we want it to remain that way.

If you have any questions at any time please do not hesitate to communicate with the Centre staff.

Should we need to exercise the option of having an individual leave the Centre, we have a letter that is personalized to the situation and individual. Its intent is non-punitive however provides the opportunity for the individual(s) to reflect on the circumstances and willingly return with the agreement to follow the Code of Conduct.

Should the person(s) wish to exercise their right to formally follow the Compliments, Concerns and Complaints process, we honour that process.