



STANDARDS OF CONDUCT FOR CLIENTS

All individuals receiving services at any Deaf and Hard of Hearing Service Center (DHHSC) facilities and/or events are expected to utilize services and programs available using appropriate manners and acceptable behavior.

The following rules are examples of behaviors that are deemed unacceptable:

- Excessive use of foul language or words that is demeaning, intimidating, or offensive to other people.
- Evidence or the appearance of use of alcohol or illegal drugs that negatively influence the individual's ability to receive services.
- Evidence or expressed intent to destroy, damage, or steal DHHSC property and/or materials.
- Ongoing conflicts, obsessions, or harassment of DHHSC staff, clients, and volunteers.
- Inappropriate sexual behavior (verbal/signed or physical) towards a DHHSC employee or other individuals at DHHSC.
- Sale of drugs and/or fighting (physical or verbal/signed) at DHHSC events.
- Delivery of a direct or implied threat to DHHSC staff, clients, or volunteers. Statements that show intent or implied intent to harm self or others.
- Erratic, nervous, extreme, aggressive, or potentially violent behaviors.
- DHHSC is an alcohol/drug and smoke-free environment.
- DHHSC is also a scent-free environment. Please refrain from using perfumes and colognes. Shoes and shirt must be worn at all times.
- Smoking is not allowed on DHHSC premises or at DHHSC events. All smoking must be conducted at least 50 feet away from any entrance/exit doors.

If these rules are not respected at any time DHHSC reserves the right to refuse provision of services at that time and may possibly suspend or deny provision of future services and/or access to future programs and events.

In the event that any individual does not adhere to the above rules, DHHSC will ask the individual to immediately vacate the DHHSC facility and/or event. If the individual shows any resistance or chooses not to respect DHHSC's request to leave, we reserve the right to contact the police for assistance. In extreme cases where threats are considered "life or death", DHHSC reserves the right to: call the police for further assistance and to file any and all appropriate charges; initiate an emergency evacuation of the facilities; and to close the office for services if necessary.

DHHSC wants to serve you and appreciates your cooperation to help make our facilities and events a safe place for everyone.

DHHSC staff has explained/I have read and I understand my responsibility as a DHHSC client to follow the standards of conduct as they are written.

Client Name Print

Signature

Date

Service Provider Name Print

Signature

Date

If you have any questions or concerns about this policy please contact: Viridiana Alvarez, Executive Director
More on Reverse DT: Y N Revised: 3/26 JL