

# ORCHARD PLACE RESOURCE CENTRE

## EXPECTATIONS ON ALL SERVICE USERS USING THE SERVICE

### SPECIFIC EXPECTATIONS

Everyone who attends the drop in and workshop at Orchard Place is entitled to **RESPECT** and **CONSIDERATION** by others who ever they may be.

Everyone has a responsibility not to act or talk in a way that is offensive, frightening or abusive to others, service users, staff or visitors.

It is each person's responsibility to let others know what they are comfortable with and what feels threatening or abusive to them. Individual differences will be respected and taken account of.

There are no circumstances in which physical violence is acceptable. People must not come into the centre under the influence of alcohol or illicit drugs.

People must not be in possession of alcohol or illegal drugs on entering the centre at any time. The police will be contacted if illegal drugs are brought into Orchard Place.

Offensive weapons, e.g., knives, firearms or similar objects should never be brought into the centre. Should this occur, again the police will be informed.

People must not give other service users prescribed or non prescribed medication and should only bring in such medication as they need for the day.

Borrowing money from other service users is not allowed; in emergencies please speak to a member of staff.

The buying and selling of goods must be published on the notice boards provided; this includes any item which service users want to sell of any nature (as long as legal), within the centre.

Harassment or discrimination on the basis of gender, race, sexual orientation, disability or any other factor is not acceptable.

Service users should attend the centre wearing appropriate clothing and footwear for health and safety reasons.

### UPHOLDING EXPECTATIONS

All procedures will be dealt with on an individual basis and all factors taken into account e.g., previous behaviour, illness etc.

Wherever possible, people should negotiate and resolve difficulties informally, calling on members of staff for support in this if appropriate.

As a general rule when a service user has committed a significant breach of the behavioural expectations they will in the first instance be given a recorded verbal warning.

If there is a second Incident, then the instigator of the incident will be given a recorded written warning.

If there is a third incident, then the instigator will be excluded for 1 week, when the situation will then be reviewed.

Any further incidents will invite exclusion from the Drop In at Orchard Place service for a period of 3 months, although provision will be made to review the situation at the end of the 3 month period.

In instances of drunkenness, harassment or intimidation, a person may be excluded from the Drop In by the Centre Manager or a - member of staff acting for them in their absence until such a time as the matter can be resolved satisfactory and assurances can be given that there will be no repetition of the behaviour. In instances of violence or other serious incidents, the instigator of the incident will automatically be excluded for a week, when the situation will then be reviewed.