






DAMIEN CENTER

Client & Visitor Code of Conduct

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Version History

Date	Updated by	Updates Made	Leader Approving Changes (Name & Title)	Leader's Signature
4/1/24	Thane McMartin, Safety Manager	Updated and reformatted into new template	Policy Committee	
7/31/24	Thane McMartin, Safety Manager	Updated Policy	Policy Committee	
9/8/25	D Reeves, Quality	Added accreditation standards & responsibility section	G Lawrence, Director of Quality	

	Project Manager			
2/13/26	Esme Rosas, Safety Manager	Updated policy	Chet VanWye, Director of Facilities & Safety	<i>Chet VanWye</i>

Accreditation Standards

DRX2-2A

Scope

This policy applies to all Damien staff and employees as well as individuals that volunteer with, visit Damien Center, or receive care or services at any Damien Center location.

Purpose

The Damien Center is committed to providing quality care to our clients and communities in a safe and respectful environment. The safety of staff, volunteers, guests, and all individuals receiving care or services must always be protected while at the agency. The expectation of appropriate behaviors is explained within the Client and Visitor Code of Conduct, with the desired outcome being a safe environment for all individuals who access services from Damien Center and for the safety and wellbeing of all staff members who provide those services.

Responsibility

This policy was developed by the Safety Manager and approved by the Policy Committee in alignment with Damien Center's standard operating procedures. The Safety Manager is responsible for maintaining, reviewing, and updating this policy at least annually. Ongoing adherence to this policy is also overseen by the Safety Manager.

Policy education will be provided to staff annually and anytime important updates occur.

Goals

To ensure that staff and individuals on the premises are made aware of the expectations of behavior and how to interact appropriately with staff, volunteers, visitors, and other individuals.

To identify, prevent, and address any inappropriate or disruptive behavior that compromises the safety, security, or wellbeing of employees, patients, or visitors. Prohibited behaviors include, but are not limited to, conduct that poses an imminent threat, disrupts workplace operations, interferes with a provider's ability to deliver care, obstructs effective communication, or results in damage to organizational property. All such behaviors are prohibited and will be addressed in accordance with the organization's zero-tolerance approach to safety.

To guide staff in appropriately managing situations involving the inappropriate or disruptive behavior of individuals; thereby, maintaining a safe environment to provide quality services for all individuals seeking care and/or services at Damien Center as well as providing a safer environment for all staff.

To track patterns of behavior.

Policy

Inappropriate and/or Disruptive Behavior

Inappropriate and/or disruptive behavior is any behavior that interferes with the functioning and workflow within Damien center. Language that is aggressive or abusive, unwanted attention towards another person or staff member, and non-consensual touching of another person or staff member are considered inappropriate. This includes phone, electronics, and in person communication. Any behavior that impedes a provider or staff's ability to provide care, obstructs communication, threatens the well-being of themselves or others, or causes damage to organizational property qualifies as disruptive. The scope of the Client and Visitor Code of Conduct will apply to individuals who are competent enough to make their own decisions.

To ensure Damien center remains a safe, caring, and inclusive space, we ask that clients and visitors adhere to our Client and Visitor Code of Conduct:

- Treat everyone with kindness, dignity, and respect.
- The following are not acceptable: written or verbal language and/or images that are racist, sexist, homophobic, transphobic, ableist, ageist, explicitly opposed to or hostile towards any religion or beliefs and/or any aspects of an individual's identity; glorify violence or the use of weapons, or otherwise discriminatory.
- Always use respectful and appropriate language and behavior. Examples of language and behavior that will not be tolerated include, but are not limited to the following:
 - Verbal threats.
 - Suggestive or explosive words, phrases, gestures, or inappropriate sexual behavior.
 - Loud, obnoxious, and inappropriate conversations.
 - Touching another person without consent.
 - Abusive electronic or phone communication.
 - **Physical acts of violence or aggression including intimidation, harassment, sexual harassment and or coercion as well as any behaviors that make other individuals or staff feel uncomfortable and or unsafe will not be tolerated.**
 - **Throwing objects tampering with and or damaging property will not be tolerated.**
- Respect the property of Damien Center, staff, clients, and visitors. Theft will be prosecuted.
- Avoid having phone conversations on speakerphone or streaming any video while in shared areas.
- Possession of weapons on the premises including guns, knives, or anything that can be classified or as used as a weapon is not allowed.
- **Brandishing weapons on the premises including guns, knives, or anything that can be classified or used as a weapon will not be tolerated.**
- Only smoke or vape in the designated areas outside.
- Use or distribution of alcohol or illegal substances while on the premises is not allowed.
- If you are bringing a service animal, support animal, or other pet please respect the property and others fears of allergies.
- There is no soliciting allowed on the property.
- All clients and visitors will respect others' privacy and avoid disrupting care or experiences. Any behavior that impedes the providers and other staff members' ability to meet with individuals and/or provide safe and effective care will not be tolerated.

***Items in bold are considered threatening behavior and will result in term immediate removal from the premises.**

Visitor Guidelines

General Presence on Site

Visitors are expected to be on the premises only for the purpose of their visit and to follow posted guidelines and staff instructions. Remaining on site beyond the scope of services may limit access for others and disrupt operations.

All visitors must adhere to the organization's Code of Conduct, which is provided in both printed and digital formats. Compliance with the Code of Conduct is a condition of being on the premises.

Meal Service Visits

Visitors without a scheduled appointment who are coming specifically for meals or lunch service may arrive no earlier than 30 minutes prior to the start of service.

Visitors are requested to depart within 30 minutes after meal service concludes when not participating in programming, social events, or other on-site activities for Damien Center.

These times help ensure that space remains available for clinical care, programming, and events.

Smoking and Tobacco Use

Smoking, vaping, or use of tobacco products is not permitted inside any building or on campus except in designated picnic area located on the south side of the Legacy Building.

Visitors must properly dispose of smoking materials and comply with staff direction regarding this policy.

Staff members will attempt to redirect any person in violation to the appropriate area. The Safety Team will be contacted about non-compliant incidents.

Camping or Sleeping on Site

To ensure safety, cleanliness, and equal access to shared spaces, sleeping at any Damien Center property is not permitted including, but limited to, waiting and reception areas, common spaces, computer labs, or outdoors.

Staff will approach individuals with sensitivity and understanding, recognizing that unmet needs may underlie the behavior. Staff will offer information about community resources.

Visiting Animal Protocol

Animals are allowed at the Damien Center with the below expectations:

- No more than one animal per client or visitor unless both are service animals.
- Animals should always be leashed, well-behaved, under control of the handler, and housebroken.
- Animals should never be on the furniture.
- In the event there is disruption between a service animal and another animal in the building, the service animal will be permitted to stay unless it exhibits one of the behaviors listed in the section below.

- Should anyone express fear of or allergies to an animal in the building, an attempt will be made to provide distance between the animal and its handler, and the person with allergies or fear.

An individual may be asked to remove an animal if the animal:

- is not under the control of the client or visitor.
- is not housebroken.
- exhibits aggressive behavior such as snarling, biting, scratching, or teeth baring.
- is excessively noisy.
- Otherwise poses a direct risk to the health or safety of people or other service animals.

Should an individual with an animal refuse to leave when asked, this would be considered disruptive behavior and would be addressed as outlined in this document.

Procedure

Communication of Code of Conduct for Clients and Visitors

Clients will be informed of our code of conduct protocol throughout their registration process, during intake, and via the documentation provided for testing procedures. Additionally, clear signage will be displayed on TV screens in lobby, reception, and Community Impact areas.

Guide for Addressing Inappropriate or Disruptive Behavior

Should the client de-escalate at any point throughout this guide no further action is warranted. All staff members involved shall complete an incident report regardless of resolution.

Steps to Resolve Behavior

1. Attempt to address or deescalate the situation by calmly and privately asking the individual to refrain from the behavior.
2. Hear out the individual's reasoning behind the behavior and evaluate how to successfully address the individual's concerns. Explain why the behavior is inappropriate and that it must stop. Include a program manager to discussion if necessary.
3. If the behavior continues or escalates after the above steps have been taken, staff should contact the Safety Team. The staff member should explain to the individual that their concerns are understood but to resolve the situation the Safety Team should be called. If the Safety Team is unavailable, contact the closest available leader.
4. If the client is asked to leave the building before the Safety Team arrives, the staff member will notify the Safety Team when they approach the scene. The Safety Team will follow up to ensure the individual leaves the property.
5. All staff members involved and any witnesses must complete an incident report by the end of the next business day via Med Trainer. Failure of staff members to comply and/or submit incident reports per the policy will be addressed by Human Resources and can include disciplinary action, up to and including termination.
6. After staff submit incident reports, the Safety and Compliance teams will review and follow up with all appropriate staff, including interviewing witnesses if further clarification is needed.
7. Your incident reports are saved in Med Trainer and are available on the Student Dashboard. Additional staff members and leaders may be assigned to review and/or investigate the incident.

Addressing Non-Threatening Inappropriate or Disruptive Behavior

Notifying Clients of Non-Threatening Inappropriate Disruptive Behavior

In cases of consecutive occurrences of inappropriate or disruptive behavior that do not pose an immediate threat, the Safety Team or other staff member shall address a maximum of two separate occurrences with a verbal warning. These warnings should be documented in an incident report to track patterns of behavior. Further incidents may escalate to suspension.

Suspending Non-Threatening Inappropriate or Disruptive Individuals

Should the behavior continue after verbal warnings, the Safety Manager will schedule a client staffing meeting that will include members of all services accessed by the individual. While this will consist of directors, program managers, and providers for each service, it may also include appropriate case managers and clinical staff.

To ensure that all individuals are treated appropriately and fairly, staff should consider the following before imposing any type of suspension:

- Risk management
- Health status
- Ability to transfer care

After the staffing, the Safety Manager will follow up with the determined next steps and notify staff appropriately. The Patient Access Manager will add a scheduling restriction into the patient's electronic record which will restrict scheduling encounters until the expiration date passes. Written notice and any phone and/or electronic notice to the client will be delivered by the Safety Manager.

The Safety Manager will take the following steps:

1. Enter the suspension on the "Individual Suspensions" section of the Damien Center SharePoint page. This simultaneously creates a suspension for the individual on the Safety & Security SharePoint page.
2. All incident reports, staffing notes, and correspondence included in the staffing should be saved and attached to the suspension on the safety and security SharePoint page.
3. Mark all incident reports included in the staffing as resolved. Include the same note on each that denotes length of suspension.
4. Send an e-mail to relevant staff parenthesis or to all staff, if applicable in parenthesis using the established distribution lists.

If the decision is made to suspend the individual, the Safety Manager will call the person, if possible, and shall issue written notification via e-mail, USPS, or printed notice. This notice shall be issued to the individual within three (3) business days of the staffing decision. The document shall include the following information:

- Clear description of the behavior that resulted in the issuance of the suspension.
- The length of time the individual will be suspended from the building.
- Guidelines regarding limited building access (e.g., scheduled appointments, food pantry access, retrieving mail or prescriptions). Clients will not be allowed entry for any other agency services such as meals, volunteering, social groups, or community events. The clients' care team will coordinate delivery of allowable services.

- Clear statement that informs the individual that their relationship with the organization may be suspended for a longer period or permanently if their behavior persists.
- Any recommendations for continued care.

Addressing Threatening Disruptive Behavior

With cases of threatening disruptive behavior, an immediate 30-day suspension may be imposed. If possible, the Safety Manager should convey this suspension verbally at the time of the incident and send a written notice within one (1) business day via USPS or printed notice. The document shall include the following information:

- Clear description of the behavior that resulted in the issuance of the suspension.
- The length of time the individual will be suspended from the building.
- Guidelines regarding limited building access (e.g., scheduled appointments, food pantry access, retrieving mail or prescriptions). Clients will not be allowed entry for nonessential agency activities like meal services, volunteering, and community events. The clients' care team will coordinate delivery of allowable services.
- Clear statement that informs the individual that their relationship with the organization may be suspended for a longer period or permanently if their behavior persists.
- Any recommendations for continued care.

The Safety Manager will schedule a client staffing meeting that will include members of all services accessed by the individual while this will involve the directors, program managers, and providers of each service, it may also include appropriate case managers and clinical staff.

To ensure that all individuals are treated appropriately and fairly, consideration of the following should be included before a decision is made to suspend:

- Risk management
- Health status
- Ability to transfer care

After the staffing, the safety manager will follow up with the determined next steps and notify staff appropriately. The Patient Access Manager will add a scheduling restriction into the patient's electronic health record which will restrict scheduling encounters until the expiration date passes. Written notice and/or any phone or electronic notice to the client will also come from the Safety Manager.

The Safety Manager will take the following steps:

1. Enter the suspension on the "Individual Suspensions" section of the Damien Center SharePoint page. This simultaneously creates a suspension for the individual on the Safety & Security SharePoint page.
2. All incident reports, staffing notes, and correspondence included in the staffing should be saved and attached to the suspension on the safety and security SharePoint page.
3. Mark all incident reports included in the staffing as resolved. Include the same note on each that denotes length of suspension.
4. Send an e-mail to relevant staff parenthesis or to all staff, if applicable in parenthesis using the established distribution lists.

If the decision is made to extend the suspension term for the individual past the initial 30 days, the Safety Manager must issue another written notice of suspension. If possible, a phone call should be made to the person as well. The Safety Manager will document this process and provide documentation to the individual within three (3) business days after the staffing decision. The documentation provided for the individual will include the following:

- Clear description of the behavior that resulted in the issuance of the suspension.
- The length of time the individual will be suspended from the building.
- Guidelines regarding limited building access (e.g., scheduled appointments, food pantry access, retrieving mail or prescriptions). Clients will not be allowed entry for nonessential agency activities like meal services, volunteering, and community events. The clients' care team will coordinate delivery of allowable services.
- Clear statement that informs the individual that their relationship with the organization may be suspended for a longer period or permanently if their behavior persists.
- Any recommendations for continued care.

If staffing results in the decision to permanently suspend the individual from all services, Damien Center must issue written notice as above AND the clinic must also issue a discharge letter signed by the patients' physician, nurse practitioner, or physician assistant.

Appeal Process

An individual suspended for any length of time has the right to file an appeal within ten (10) business days. The appeal must be submitted in writing and delivered to the Safety Manager or Director of Facilities & Safety. In cases where the individual needs assistance submitting an appeal, it may be dictated to a staff member over the phone.

A panel of unbiased people will review the appeal along with all incident reports that led to the suspension.

Resources

Client and Visitor Code of Conduct Acknowledgement Form

To ensure Damien Center remains a safe, caring, and inclusive space, we ask that clients and visitors adhere to our Client and Visitor Code of Conduct:

- Treat everyone with kindness, dignity, and respect.
- The following are not acceptable: written or verbal language and/or images that are racist, sexist, homophobic, transphobic, ableist, ageist, explicitly opposed to or hostile towards any religion or beliefs and/or any aspects of an individual's identity; glorify violence or the use of weapons, or otherwise discriminatory.

- Always use respectful and appropriate language and behavior. Examples of language and behavior that will not be tolerated include, but are not limited to the following:
 - Verbal threats.
 - Suggestive or explosive words, phrases, gestures, or inappropriate sexual behavior.
 - Loud, obnoxious, and inappropriate conversations.
 - Touching another person without consent.
 - Abusive electronic or phone communication.
 - **Physical acts of violence or aggression including intimidation, harassment, sexual harassment and or coercion as well as any behaviors that make other individuals or staff feel uncomfortable and or unsafe will not be tolerated.**
 - **Throwing objects tampering with and or damaging property will not be tolerated.**
- Respect the property of Damien Center, staff, clients, and visitors. Theft will be prosecuted.
- Avoid having phone conversations on speakerphone or streaming any video while in shared areas.
- Possession of weapons on the premises including guns, knives, or anything that can be classified or as used as a weapon is not allowed.
- **Brandishing weapons on the premises including guns, knives, or anything that can be classified or used as a weapon will not be tolerated.**
- Only smoke or vape in the designated areas outside.
- Sleeping and camping on the property are prohibited.
- Use or distribution of alcohol or illegal substances while on the premises is not allowed.
- If you are bringing a service animal, support animal, or other pet please respect the property and others fears of allergies.
- There is no soliciting allowed on the property.

****Items in bold are considered threatening behavior and will result in term immediate removal from the premises.***

Clients or visitors may be asked to leave at any time. Severe violations could lose access to services or be restricted from future visitation.

Our staff are committed to providing the highest levels of care. Please show them the respect they deserve and that you expect as a client or visitor. Thank you for choosing the Damien Center and joining us in our commitment to ensuring a safe, caring, and inclusive environment for us all.

SIGN _____ DATE _____

Staff Communication Guidelines

To ensure clarity and fairness, staff are encouraged to use consistent, empathetic, and supportive language when communicating this policy.

Sample Staff Scripts

Time on Site / Meal Service

“I want to let you know about our visitor guidelines. If you are here for lunch, we ask that visitors arrive no more than 30 minutes before service and head out within 30 minutes after. This helps us keep space available for everyone who needs care.”

Sleeping on Site

“I understand this may be a difficult day. I do need to let you know that sleeping is not allowed on site. If you would like, I can help connect you with resources that may be more appropriate.”

Animals

“For health and safety reasons, only certified service animals are allowed inside. They do need to stay with their handler and on the floor unless there is medical need otherwise.

Smoking and Tobacco Use

“I want to let you know that smoking and vaping are not allowed inside the building or on campus. If you choose to smoke, it does need to be in the designated picnic area on the south side of the Legacy Building. Thank you for helping us keep the space safe and healthy for everyone.”

Regarding Code of Conduct

“We ask all visitors to follow our Code of Conduct, which is posted and available digitally. If there are concerns about compliance, we may need to ask someone to leave to keep the space safe for everyone. This policy does not replace the entire Code of Conduct. Our reception areas can provide a copy for reference.”

If Someone Needs to Leave

“I appreciate you taking the time to talk with me. At this point, I do need to ask you to leave the building for today. You’re welcome to return during appropriate hours or when you have a scheduled service.”

Commitment to Respect

“We appreciate the cooperation of all visitors in helping us maintain a safe, supportive, and compassionate environment for patients, clients, staff, and the broader community we serve.”