



# DAMIEN CENTER

Client and Visitor Code of Conduct

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## Scope

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

## 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 will be set with 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 are providing those services.

## 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 address all inappropriate and disruptive behaviors that threaten the safety and wellbeing of employees and individuals alike; whether the behavior is an imminent threat, interrupts the flow of work, impedes a provider's ability to provide care, obstructs communication, or causes damage to organizational property, all of which is based on zero-tolerance.

To identify types of behavior that are defined as inappropriate and disruptive. The policy will delineate the behaviors that are considered threatening and for which this agency has zero-tolerance.

To guide staff in appropriately handling 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.

## Relevant Definitions

### Inappropriate and/or Disruptive Behavior

Inappropriate and/or Disruptive Behavior is any behavior that interferes with the functioning and flow of work 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, electronic and in-person communication. Any behavior that impedes a provider's or staff's ability to provide care, obstructs communication, threatens the wellbeing of themselves or others, or causes damage to organizational property qualifies as disruptive. Generally, 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 place, we ask that clients and visitors adhere to our Client and Visitor Code of Conduct:

- Treat everyone with kindness, dignity, and respect. Offensive comments about race, religion, gender, sexual orientation, or any aspects of an individual's identity are not acceptable.
- Always use respectful and appropriate language and behavior. Some examples of language and behavior that will not be tolerated are:
  - Verbal threats
  - Suggestive or explicit words, phrases, gestures, or inappropriate sexual behavior
  - Emotional abuse including attacks on a person's dignity, integrity, and competence
  - 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 behavior(s) 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 speaker phone or streaming any video while in common areas.
- Possession of weapons on the premises including guns, knives, or anything that can be classified as or used as a weapon is not allowed.
- **Brandishing weapons on the premises including guns, knives, or anything that can be classified as or used as a weapon will not be tolerated.**
- Only smoke or vape in the designated area outside.
- Use or distribution of alcohol or illegal substances while on the premises is not allowed.
- If you are bringing an animal, please respect the property and others' fears or allergies.
- There is no soliciting allowed on the property.
- All clients and visitors will respect others' privacy and avoid disrupting other clients' 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.

**\*Failure to adhere to the above code of conduct could result in immediate removal from the premises; items in bold are considered threatening behavior.**

## Procedure

### Communication of Code of Conduct Protocol for Clients and Visitors

Clients will be informed of our code of conduct protocol throughout their registration process and during intake and via the documentation provided for testing procedures. Additionally, clear signage will be prominently displayed on TV screens in both the clinic lobby and the main front lobby.

### Guide for Addressing Inappropriate or Disruptive Behavior

Should the client de-escalate at any point throughout this guide then 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 de-escalate 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 in the discussion if necessary.
3. If the behavior continues or escalates after the above steps have been taken, the staff should involve the Safety Manager. This should be done through explaining to the individual that their concerns are understood, but to resolve the situation quickly the Safety Manager should be called. If the Safety Manager is unavailable, contact the Chief Clinical Officer, Director of Support Services, Director of Essential Services and/or Director of Prevention in the social services area or Patient Access Manager, Nursing Manager, or Pharmacy Manager if in the clinic or pharmacy.
4. If the client was asked to leave the building before the Safety Manager could arrive, the staff member will notify the Safety Manager when they approach the scene. The Safety Manager will ensure the client leaves the property.
5. All staff members involved must complete an incident report by the end of the next business day via Damien Jot Form. Failure of staff members to complete and submit incident reports per the policy will be addressed by HR and can include disciplinary actions up to and including termination.
6. After all staff submit incident reports, the Safety Manager will review and follow up with all appropriate staff, including interviewing involved staff if further clarification is needed.
7. All incident reports are saved in SharePoint, and a copy is emailed to the staff who completed the incident report.

## Addressing Non-Threatening Inappropriate or Disruptive Behavior

### *Notifying Clients of Non-Threatening Inappropriate or Disruptive Behavior:*

In cases of consecutive occurrences of inappropriate or disruptive behavior that do not pose an immediate threat, the Safety Manager 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 a suspension.

### *Suspending Non-Threatening Inappropriate or Disruptive Individuals:*

Should the behavior continue after verbal warnings, the Safety Manager will schedule a client staffing that will include members of all services accessed by the individual. While this will generally mean 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, staff should include consideration of the following before imposing any type of suspension:

- Risk management.
- Health status and feasibility or impact of transferring to an alternate provider.

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 any phone and/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 Bans 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 & 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 email to relevant staff (or to all staff, if applicable) using the established distribution lists.

If staff decide to suspend the individual, the Safety Manager will call the person if possible and shall issue a written notice of suspension via email, USPS, or printed notice. This notice shall be issued to the individual within one (1) business day 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 under which, if any, circumstances the individual will be allowed in the building (e.g., scheduled appointments, food pantry access, to pick up their mail, etc.). Clients will not be allowed entry for non-essential agency activities like lunches, volunteering, and Community Days. The client's 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 possibly permanently if their behavior persists.
- Any recommendations for continued care.

#### *Addressing the Threatening Disruptive Behavior*

In some cases of threatening disruptive behavior, an immediate 30-day suspension may be imposed. If possible, the Safety Manager should convey the suspension verbally at the time of incident and send a written notice within one (1) business day via email, 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 under which, if any, circumstances the individual will be allowed in the building (e.g., scheduled appointments, food pantry access, to pick up their mail, etc.). Clients will not be allowed entry for non-essential agency activities like lunches, volunteering, and Community Days. The client's 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 possibly permanently if their behavior persists.
- Any recommendations for continued care.

The Safety Manager will schedule a client staffing that will include members of all services accessed by the individual. While this will generally 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 any phone and/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 Bans 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 included in the staffing, staffing notes, and copies of any discharge letters should be saved and attached to the suspension on the Safety & 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 email to relevant staff (or to all staff, if applicable) using the established distribution lists.

If the decision was made to extend the term of suspension for the individual past the initial 30 days, another written notice of suspension must be issued by the Safety Manager. 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 one (1) business day of the staffing decision. The documentation provided to 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 under which, if any, circumstances the individual will be allowed in the building (e.g., scheduled appointments, food pantry access, to pick up their mail, etc.). Clients will not be allowed entry for non-essential agency activities like lunches, volunteering, and Community Days. The client's care team will coordinate delivery of allowable services.
- Statement informing the individual that their relationship with the organization may be suspended for a longer period or possibly permanently if their behavior persists.
- Recommendations for continued care during the term of suspension.

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

## 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, and housebroken.
- Animals should never be on the furniture.

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 owner/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; or
- 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.

## 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 either emailed or mailed to the Safety Manger. 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 persons will review the appeal along with all incident reports that led to the suspension decision.



## Client and Visitor Code of Conduct Acknowledgement Form

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

- Treat everyone with kindness, dignity, and respect. Offensive comments about race, religion, gender, sexual orientation, or personal traits are not acceptable.
- Always use respectful and appropriate language and behavior. Some examples of language and behavior that will not be tolerated are:
  - Verbal threats
  - Suggestive or explicit words, phrases, gestures, or inappropriate sexual behavior
  - Emotional abuse including attacks on a person's dignity, integrity, and competence
  - Loud, obnoxious, and inappropriate conversations
  - Touching another person without consent
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- **Throwing objects, tampering with and/or damaging property will not be tolerated.**
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- **Brandishing weapons on the premises including guns, knives, or anything that can be classified as or used as a weapon will not be tolerated.**
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- Use or distribution of alcohol or illegal substances while on the premises is not allowed.
- If you are bringing an animal, please respect the property and others' fears or allergies.
- There is no soliciting allowed on the property.
- All clients and visitors will respect others' privacy and avoid disrupting other clients' 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 could result in immediate removal from the premises.**

Clients or visitors may be asked to leave and for 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 \_\_\_\_\_