



# **Mind in Haringey**

## **Code of Conduct for Clients**

**Date: September 2014**

## **CODE OF CONDUCT for Clients:**

### **1. Reasonable behaviour**

To act reasonably at all times, having regard to their responsibilities whilst attending Station House, the interests of Mind in Haringey and the welfare of Mind in Haringey staff, volunteers and other clients.

### **2. Respect**

Treat other clients, volunteers and staff of Mind in Haringey with courtesy and respect, without harassment or physical or verbal abuse or discrimination to prevent an atmosphere of hostility or intimidation.

### **3. Equality and discrimination**

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, color, age or personal disability.

### **4. Report incidents**

Report suspected incidents of harassment or intimidation to a Mind in Haringey staff member or volunteer, for necessary action.

### **5. Effects of alcohol or non-prescription drugs**

Not, at any time show the effects of alcohol or non-prescription drugs, or bring these onto the premises.

### **6. Alcohol, non- prescription drugs on premises**

Not consume alcohol on the premises, except in areas and at events sanctioned by Mind in Haringey and not use or possess any illegal drug related paraphernalia.

### **7. Health and Safety**

Carry out activities in a safe manner, having regard to Mind in Haringey's Health and Safety policy and procedure.

### **8. Confidentiality**

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates.

## **9. Equipment and materials**

Using equipment and materials supplied by Mind in Haringey in the manner intended and as directed by Mind in Haringey staff and volunteers. Mobile phones, communicating devices and personal music players need to be switched off when doing activities .They need to be on silent.

## **10. Use of technology**

Not use technology to produce, access, send or download any violent, obscene or offensive material.

## **11. Ethics**

We always conduct our own services honestly and honorably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

## **12. No smoking**

Clients must not smoke anywhere within Station House.

## **13. Attire**

Clients must ensure that their dress is appropriate for the situation in which they are in. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact. In addition they must be clean and presentable.

## **14. Feedback**

Be prepared to return feedback forms and leaving the service forms as these are important in continuing our funding.

## **15. Policies**

Follow code of conduct and Mind in Haringey policies including the Equality and Diversity policy, Harassment, and Health and Safety. These policies can be found in the Mind in Haringey policies file.

If you would like to make a complaint, please telephone 0208 340 2474 and ask for a complaints leaflet.