

## San Pablo EDC Rules of Conduct

These Rules of Conduct (Rules) apply to all persons seeking to receive information and/or services and participate in any San Pablo EDC and EDC-affiliated programs. These Rules apply to interactions with San Pablo EDC staff whether in person, via phone, written communication (hard copy or electronic) or any form of online social media.

The San Pablo EDC seeks to ensure all staff and clients are treated with respect and meet the same standards of conduct. The San Pablo EDC does not discriminate nor does it tolerate any discriminatory or harassing behavior in which its clients may engage. The San Pablo EDC reserves the right to terminate service with a client based on the client's unwelcome behavior, which will be captured according to the Protocol which follows this section.

**Please read and initial each item and provide your signature at the bottom. If the initial interaction is via phone or online, you will be asked to provide your signature electronically.**

\_\_\_\_\_ I am 18 years of age or older.

\_\_\_\_\_ I will not disrespect EDC staff members or anyone present (i.e., no derogatory comments raising voice, swearing, threatening comments or gestures, actual physical harm, uninvited physical contact, sexual or flirtatious advances, among others).

\_\_\_\_\_ I will not say any negative comments nor make discriminatory remarks about any class, type or group of people (i.e., no derogatory language; no comments related to a person's gender, sexual identity, age, race, ethnicity, religion, etc.).

\_\_\_\_\_ I will not engage in any discriminatory line of questioning with staff nor refuse service from a staff member based on prejudice regarding race, ethnicity, language, sexual identity, age, disability or any other discriminatory bias.

\_\_\_\_\_ I understand that if I am under the influence (drugs or alcohol) and unable to comply with staff requests or communicate safely, refuse to follow staff requests, threaten violence, or am belligerent in my conduct, I will be asked to leave the premises immediately.

\_\_\_\_\_ I will follow staff requests regarding my conduct.

\_\_\_\_\_ I understand there is a zero tolerance policy for Rules violation.

\_\_\_\_\_ I understand that failure to follow the Rules of Conduct will be grounds for immediate action according to Protocol.

By signing below, I am indicating I have read, understand and agree to abide by the San Pablo EDC Rules of Conduct.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Protocol

When client conduct is discriminatory, harassing, violent or inappropriate, that is a violation of the Rules of Conduct and will be immediately addressed. When an incident occurs, San Pablo EDC staff will engage in the following protocol.

These Rules are applied fairly to all clients.

### First Offense

1. San Pablo EDC staff (Staff or staff) will immediately notify the offender of the behavior that is unacceptable and request immediate cessation of the behavior.
  - a. Please note that if any laws have been broken, staff are directed to contact the Police Department, and staff will go immediately to Item 4 below.
2. If the violation is severe and it is deemed that service or communication cannot continue at that time, Staff will inform the client. Service and/or communication will be temporarily terminated. The client is to leave the premises, and if via phone or online, cease communication. Staff will then document events and referral to the Executive Director who will send a written warning, or if deemed appropriate given verbal conduct or physical violence, may terminate access to services and require cessation of communication.

### Second Offense

3. If the client repeats the violation of unacceptable behavior that violates the Rules of Conduct, staff will document and refer to the Executive Director who will send a written warning. The client will be required to sign and date that he/she/they have read, understood and accept the written warning in order for service to continue.

### Third Offense

4. If the client repeats the violation of unacceptable behavior that violates the Rules of Conduct for a third time, staff will document and refer to the Executive Director who will notify the client they may not have any contact with staff for six (6) months **and** not before a conversation with the Executive Director takes place.

### Special Note

5. The San Pablo EDC reserves the right to discontinue services or communication with a client who has demonstrated, alluded to or stated verbal or physical violence to staff or others upon first, second or third offense without limitation to six months. Safety and care of staff and clients is the highest priority. After six months, that client may submit a written appeal to the Executive Director to request reinstatement of the ability to seek services and information at the San Pablo EDC in a manner consistent with the Rules of Conduct.