

## 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