



**Our pledge to you:** As a community based not for profit organization, Dovercourt's relationship with its clients is critical to its success. We welcome our clients of all ages, and will do our best to provide them with a safe and enjoyable environment and high quality and fun recreation programs.

As an employer, Dovercourt is responsible to provide its employees with a rewarding, challenging and safe work environment.

For that reason, DRA has expectations of its clients in its day to day operations:

### **Client Code of Conduct**

1. Treat fellow clients and Dovercourt staff and volunteers with respect and courtesy. Unsociable behaviour, including harassing clients or staff, is not acceptable.
2. Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other clients using Dovercourt facilities. Refrain from use of perfumes or colognes that may affect other clients.
3. Respect the needs of other clients for enjoyment of the programs and facility. Disruptive behaviour and excessive noise are not acceptable.
4. Take care of Dovercourt's facility, equipment and furniture. These are community assets that are meant to be shared.
5. In our programs, respect our allergy aware policy. For registered programs, participants will be informed of any food or drink restrictions that may apply to ensure the safety of those suffering from allergies.
6. Keep valuable items with you at all times. Dovercourt is not responsible for lost or stolen items.
7. Supervise your children in the public spaces of Dovercourt. While staff supervise programs, your children's use of the lobby, washrooms and corridors at Dovercourt need your supervision.
8. Maintain confidentiality of other clients and staff.

### **Refusal of Service:**

Clients have a responsibility to be respectful and considerate of other service users, employees and volunteers of the Dovercourt Recreation Association. While we will make every effort to work with clients to continue service, failure to respect the code of conduct may result in suspension or refusal to serve. Individuals may be refused service:

1. Where a manager and an employee agree that a client has contravened the above code of conduct.
2. Where a client threatens or harms fellow group members, or is disruptive to the group's ability to function.
3. Where a client behaves violently. (See Policy on Prevention of Workplace Violence.)
4. Where a client is threatening or obscene in interaction with employees, volunteers or other service users.

Suspension of service or a refusal to serve is at the discretion of the Executive Director of DRA.