

### Code of Conduct for Wellbeing Services

All users of North Kent Mind's Wellbeing Services must adhere to this code of conduct, it exists to ensure that all service users feel respected and safe.

All users of Wellbeing Services should:

1. Not act in a manner which is felt to be physically or verbally aggressive to other service users, volunteers or staff.
2. Not act in a way which disrupts the participation of others during a session.
3. Not engage in verbally or physically offensive behaviour, including bullying, discrimination or harassment.
4. Respect the confidentiality of other service users and be respectful of any information learned about others.
5. Not attend Wellbeing Services if under the influence of illegal drugs, or alcohol. If a member of staff has reason to suspect that a service user may be under the influence of illegal drugs or alcohol, or has brought these into a venue, they will be asked to leave and offered advice on services for support with substance misuse.
6. Respect the smoking policies of all venues used.
7. Ensure they are aware of the procedures for evacuation of the venues in the event of fire.
8. Not attend services if they have had sickness or diarrhoea within the previous 48 hours.
9. Not attend services with any open or weeping wounds. These should be professionally dressed before attending sessions.

Failure to keep the above code of conduct may result in temporary or long term exclusion from North Kent Mind's Wellbeing Services.

*WelSerCode01.17*

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