

ZERO TOLERANCE

POLICY AGREEMENT

This agreement outlines the expected behaviours for our service users, staff, volunteers, and professionals to ensure a safe and supportive environment. It is crucial that everyone involved is aware of their responsibilities and follows the set guidelines, promoting mutual respect and the values of Carers' Resource. This applies to any interaction with our organisation and staff — whether in our offices, during a home visit, within the community, or through telephone, email, mail, and text.

By receiving support from Carers' Resource and our services, you agree to follow these expectations:

- Always treat each other with respect. Show kindness, thoughtfulness, and courtesy in your interactions.
- Avoid any form of physical violence or verbal aggression including intimidating behaviour and discriminatory language.
- Adhere to our health and safety guidelines, which include a strict policy against drugs, alcohol, smoking, vaping, or being under the influence while on our premises or during office appointments and home visits.
- Engage in respectful communication, and choose language that is considerate of others.
- Respect for property and technology.
- Safeguard the confidentiality of individuals' personal information, unless someone is at risk of harm.
- Engage with respect on social media platforms.

If these guidelines are not followed, our team will remind you of these expectations. If the behaviour continues, Carers' Resource staff are authorised to end the call or appointment and report any incidents to senior management.

Future actions will depend on the severity and recurrence of the behaviour. Possible measures include: issuing a formal warning if there is no improvement, limiting or restricting access to services for serious or repeated behaviour, and temporary suspension from services in extremely serious situations.

If you disagree with any actions taken, you're able to submit a formal complaint. We will respond accordingly in line with our complaints policy.

Speak to us:
Bradford: 01274 449660
Skipton: 01756 700888
Harrogate & Selby: 01423 500555
Email: info@carersresource.org

 **carers'**
resource

you care for them, we care for you