Client Code of Conduct

Purpose

Natick Service Council is committed to providing a safe, welcoming, and respectful environment. All clients, staff, volunteers, and visitors are expected to treat one another with dignity and respect.

Be Respectful

• Treat staff, volunteers, and other clients with respect.
• Use appropriate language and communicate concerns calmly.
• Respect personal space, privacy, and boundaries.
• Follow reasonable staff instructions.

Help Keep Everyone Safe

• Threatening, intimidating, harassing, or harming others is prohibited.
• Fighting, physical violence, and property damage are prohibited.
• Weapons are prohibited on agency property as required by law or agency policy.
• Sexual harassment and unwanted sexual behavior are prohibited.
• When upset, clients are encouraged to ask for assistance or take a break when possible.
• For the safety and well-being of everyone, clients are expected to arrive at and remain in the office free from the effects of alcohol or drugs.

Follow Food Pantry Rules

• Follow check-in, scheduling, and food distribution procedures.
• Wait for the appropriate turn and treat pantry staff and volunteers respectfully.
• Take only food and supplies provided through the pantry's distribution process.
• Follow reasonable limits on food quantity and frequency.
• Cancel food appointments at least 24 hours in advance to allow another client to fill the appointment.
• Notify staff when assistance or an accommodation is needed.
• Items may only be taken for household members who are NSC clients.

Respect Case Management Boundaries

• Provide documentation of all household income and proof of residency annually.
• Contact staff through approved methods, including email or phone, during regular business hours unless otherwise instructed.
• Recognize that staff can provide services only within the scope of their roles.
• Notify case managers when personal information changes.
• Questions or concerns may be directed to the Director of Case Management at cfosbergbrillant@natickservicecouncil.org.

If There Is a Problem

• Staff may address behavior that does not follow this Code of Conduct.
• Staff may request a change in behavior, involve a supervisor, or take other appropriate steps, including suspension or termination of services.
• When an immediate safety concern exists, the agency may take immediate action to protect clients, staff, volunteers, and visitors.
• All clients have the right to be treated with dignity and respect, ask questions about this Code, request reasonable accommodations, and raise concerns about services without retaliation.

For any further concerns, please contact:
Rachel Vingsness, Executive DirectorPhone: 508-655-1791 ext. 117Email: rvingsness@natickservicecouncil.org