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UCOR

Expectations of Our Program Participants Regarding Conduct and Respect

As a participant in Southern Consortium Programs, I can expect to be treated with dignity and respect. I am also expected to treat others with an equal measure of dignity and respect.

Certain conduct is unacceptable. It is important to treat everyone with dignity and respect. Disrespectful conduct towards call center staff, ongoing caseworkers, other staff, or the public, is unacceptable. Infractions that may lead to corrective action, service modification, or discharge from the program(s) include, but are not limited to:

- Verbal threats and intimidating behavior
- Racial, cultural, or ethnic slurs; or demeaning comments, disrespectful language, etc.
- Use of profanity, vulgarity or swearing
- Creating excessive noise (shouting, yelling, playing radio or recorded music loudly)
- Repeated phone calls after a response has been provided
- Physical violence to a person
- Physical violence to property
- Possession of firearms or other weapons on facility or program grounds
- Sexually suggestive behavior
- Lewd, unwelcome teasing, or hurtful remarks
- Being intoxicated or under the influence of alcohol or illicit drugs
- Refusal to leave the premises when requested to do so
- Loitering on the premises after an appointment has concluded
- Other specified infractions: _____

Infractions will be addressed by involvement of local law enforcement and/or termination of services.

Persons who disagree with actions or interventions of Southern Consortium staff may file a grievance in accordance with the client rights and grievance resolution procedure that is posted in every service location. If I have not already received a copy, one will be provided upon request.

I have read (or had read to me) and understand the above requirements for participant conduct in the Southern Consortium Programs. I take responsibility for my actions and those of people who accompany me. In as much as I expect to be treated with respect, I agree to treat others with dignity and respect.

Client/Participant

Date

Case Number