

## SafeHaven Guest Rights and Responsibilities

### SafeHaven Values

Risk Tolerant, Non-judgmental, Welcoming, Person-centred, Human Connection, Respectful

To ensure these values are upheld the following rights and responsibilities are agreed upon by SafeHaven Guests each visit.

#### SafeHaven Guests have the Right to:

- ❖ Be treated fairly and respectfully by staff and other guests
- ❖ Be treated in a warm and friendly manner
- ❖ To experience genuine choice, privacy, dignity and confidentiality (NB the only time confidentiality will be broken is if a staff member is genuinely concerned about the immediate safety of a guest or others)
- ❖ Provide feedback, complaints and compliments through appropriate channels
- ❖ Be protected from all forms of harassment and discrimination
- ❖ Have access to relevant policies
- ❖ A safe and clean environment
- ❖ Have your personal beliefs, religious and cultural practices respected
- ❖ Express your views and be involved in developing SafeHaven

#### SafeHaven Guests have responsibility to:

- ❖ Treat staff and other guests with respect and fairness
- ❖ Behave in an acceptable and appropriate manner towards other guests and staff
- ❖ Not behave in a way that could offend, embarrass or threaten others, including refraining from swearing
- ❖ Be respectful of personal space and boundaries
- ❖ Follow all safety practices as provided by staff
- ❖ Ask for clarification about anything you are not sure about
- ❖ Respect the rights, beliefs and opinions of others
- ❖ Not act in a way that may be considered threatening or disruptive, or likely cause physical or emotional harm

SafeHaven considers the following to constitute misconduct and guests found to be enacting the behaviours listed below will be requested to leave the premises and suitable action will be taken

- ❖ Violent, indecent, threatening or offensive behaviour or language
- ❖ Use of alcohol or illegal drugs on the premises
- ❖ Theft, damage or misuse of SafeHaven property, or the property of staff or guests
- ❖ Sexual, racial or other harassment of staff or guests
- ❖ Any act which constitutes a criminal offence



Here for you.