

**Behaviour which will not
be tolerated at The
Haven**

Offering alcohol, drugs or
drug dealing at the Project.

Stealing at The Haven.

Seriously threatening or
assaulting someone.

Serious behaviours such
as those outlined above
could result in a client
being considered to have
de-registered themselves
from the Project.

A criminal offence cannot
be ignored and should be
reported to the police.

All clients have the right to appeal any
decision made, in relation to this guidance,
by using The Haven Complaints Procedure.
A copy of this procedure can be provided on
request. A Policy Pack can also be found on
the windowsill in the lounge.

All Policies at The Haven
are approved by our Haven
Community Advisory Group.

You can obtain a copy of
our Guidance and Policy
about Acceptable Behaviour
on request. A Policy Pack
can also be found on the
windowsill in the lounge.

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**Acceptable
Behaviour**

At

**The Haven
Project**



We have rules at The Haven, but the reason for this is to help to keep our environment very safe and to protect its service users. Rules also help the person who is having difficulties with their behaviour, by providing boundaries and support to help them tackle such problems.

Keeping the rules is the responsibility of everyone at The Haven, the staff, volunteers and clients.

The Haven Community Advisory Group is regularly involved in decisions made in relation to these guidelines and any disagreements with staff decisions are taken very seriously and are reviewed by the Board of Directors.

What is difficult or unacceptable behaviour?

Coming to The Haven under the influence of alcohol, or bringing, using or offering alcohol to others at the Project.

Coming to The Haven while under the influence of illegal or non-prescribed drugs, or bringing, using or offering such substances to others while at the Project.

Self-harming while at The Haven, or self-harming in front of other clients at the Project.

Sexually inappropriate behaviour. While there is no intention on the part of The Haven to try to regulate relationships between clients, sexual relationships between clients resident at the Crisis House are not condoned.

Being verbally abusive, physically threatening or assaulting another person.

Full details about acceptable behaviour at The Haven are outlined in The Haven Acceptable Behaviour Policy. A copy of this is available on request.

Intervention and Support

At difficult times someone will be listened to and supported and all efforts will be made to help that person to explore what is happening. Should difficult or disruptive behaviour continue, the client concerned may be asked to leave the project for a period of time. This could be for several hours, a day, or longer.

A client arriving at the Project under the influence of alcohol or illegal/non-prescribed drugs, or who brings, uses or offers such substances while at the project, will be asked to leave, as above.

Staff will try to maintain contact and support during this period and re-introduce the client to the project at a suitable time. The above process will be repeated if necessary, and persistent unacceptable behaviour may result in someone being considered to have de-registered themselves from the Project.