

## Client Services Agreement



The Bobby Goldsmith Foundation (BGF) is a service for people living with HIV/AIDS. We aim to create and support an environment that is safe, supportive and friendly for clients, visitors and employees.

This can only happen if everyone treats each other with courtesy and respect. You need to read and understand this BGF Client Service Agreement. If your behaviour does not meet these standards, BGF will take appropriate action to ensure that all other clients and employees are safe and not at risk. This may result in our services being withdrawn and/or legal action being taken.

### **Your rights when accessing our services:**

- To feel safe and secure while accessing services at BGF
- To have information about you treated confidentially
- To access the services and programs of BGF depending on eligibility criteria
- To be treated with respect and courtesy by everyone at BGF
- To have your suggestions, feedback or complaint treated seriously

### **Your responsibilities when accessing our services:**

- To treat everyone with respect and courtesy including BGF employees
- To cooperate with BGF employees at all times
- To speak to employees and other clients in a polite, calm, gentle and constructive way. Verbal harassment, vilification, abuse or discrimination against anyone in or near BGF is unacceptable
- To respect the confidentiality of other people who use BGF
- To be sober (not under the influence of drugs or alcohol) while at BGF

**Failure to respect this agreement** will result in action that could include being asked to leave BGF. For example, if you are aggressive or threatening towards a BGF employee your appointment may be cancelled and you may be invited to make another one.

**Unlawful activities and behaviours** are not tolerated and you will be asked to leave if you

1. Use or deal illegal drugs on BGF premises or in the presence of BGF employees, volunteers, board members or contractors
2. Verbally and/or physically threatening or assaulting anyone in or near BGF
3. Steal or damage property belonging to clients or employees of BGF

The police may be informed or legal action taken if appropriate.

**I agree to meet the standards in this Client Services Agreement.**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Date**