

Customer Code of Conduct

Learning to live together and being considerate of others is part of the "YMCA experience" and a lot of patience and understanding is often required. Compromises may have to be made by us all as we learn to live with each other.

These are not rules but YOUR RIGHTS and they have been written by you the young people who live here on the campus.

Everyone on the campus is expected to agree to live by them and take responsibility in resolving breeches in a constructive and supportive way. All residents, staff and visitors living and working here have the following rights:

- **Respect all** - Everyone has the right to live and work on the campus without the fear of violence or prejudice
- **Live here safely** – this a safe place that protects from harm including fire.... so evacuate when the fire alarm goes off
- **No drugs and alcohol on the premises** ... we want to live safely free from the harm of drugs & alcohol
- **Respect the building and other people's belongings**we want to live & work in a place that is safe clean and where the premises and everyone's property is respected
- **You can smoke..... but in the chosen areas**we have the right to live & work in a place where our personal choices to smoke are acknowledged but in the agreed areas.
- **Good night's sleep**the right to live in a place where our needs of peace, relaxation and sleep are respected. (especially for those who work)
- **Keep the kitchen areas clean** we all have to use them so tidy up after yourself
- **Come and go as you will but tell staff if you intend to be away** for 2 nights or more... so they know you are safe and still using your room

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- **Have visitors as agreed** but do not bring in barred customers
- **Engage with your coach** and get involved with activities
- **Respect staff and visitors** and don't get involved in anything detrimental to the good name of the YMCA including drinking, smoking and antisocial behaviour in the local area.