

Housing Works Client Code of Conduct

In keeping with Housing Works' responsibility to maintain a safe, respectful, and welcoming environment for clients, staff, volunteers, interns, and the broader community, certain behaviors are strictly prohibited. Violations may result in suspension or termination of services and, when applicable, referral to law enforcement.

Prohibited Conduct

1. Coming to Housing Works Offices Under the Influence

If you come to Housing Works while under the influence of drugs or alcohol to the extent that you are unable to participate in services or become disruptive, you may be asked to leave and escorted from the premises. Repeated incidents may result in suspension or termination of services.

2. Use or Distribution of Illicit Substances

The use, possession, distribution, or sale of illegal drugs, alcohol, or non-prescribed substances at Housing Works offices, program spaces, building entrances, or surrounding areas is prohibited. This may result in suspension, permanent termination, and/or criminal charges.

3. Verbal Abuse, Weapons, and Physical Violence

Threats, harassment, verbal abuse, intimidation, or physical violence toward staff, volunteers, interns, clients, or visitors is strictly prohibited. Weapons of any kind, including firearms, are not allowed on Housing Works property.

Discrimination, harassment, bullying, or mistreatment based on sex, gender identity, sexual orientation, race, ethnicity, religion, or disability will result in immediate disciplinary action, up to and including permanent termination.

4. Theft of Property

Taking or using property that does not belong to you without permission is theft. Individuals may be required to make restitution and may face suspension, termination, and/or criminal charges.

5. Trespassing

Clients may only be present in Housing Works offices and authorized areas during official business hours. Entering closed offices, restricted areas, or remaining on premises after hours constitutes trespassing and may result in termination and criminal charges.

6. Breaches of Confidentiality

Clients may not share or disclose any personal, medical, or identifying information about other clients or staff without written consent.

7. Recording, Photography, AI Use, and Image Misuse

To protect privacy, dignity, and safety:

- Photography, audio recording, video recording, live streaming, or screen capture is strictly prohibited in all Housing Works facilities and at Housing Works-sponsored events without written approval from executive leadership.
- Artificial intelligence (AI) tools and applications may not be used to:
 - Capture, recreate, manipulate, or generate images, audio, or video of staff, clients, or facilities
 - Create content using the likeness, voice, or identity of any Housing Works staff or clients

- The use, sharing, posting, or publication of staff or client images, voices, or likenesses—whether created by camera, AI, or other technology—is strictly prohibited.

Violation of this policy may result in immediate suspension or termination of services.

Nothing in this section is intended to limit rights protected by applicable local, state, or federal law.

8. Compliance with Public Health Regulations

All clients must comply with public health and safety requirements, including those related to infectious disease prevention and environmental safety.

9. Proper Attire

Clients are expected to dress in a manner that is respectful and appropriate for a professional healthcare and community setting. Clothing with offensive language, imagery, or that is overly revealing may result in services being rescheduled.

Print Name: _____

Signature: _____ Date: _____