

## **Purpose**

This code of behaviour aims to make sure everyone who participates in Cool it Art's services knows what is expected of them and feels safe, respected and valued.

Cool it Art must make sure that everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

## **Basic principles**

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness and respect
- create an environment where your self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others
- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you decide not to follow the code.

## **Dos and don'ts**

*You should:*

- cooperate with others
- be friendly
- listen to others
- be helpful
- have good manners
- treat everyone with respect
- take responsibility for your own behaviour
- talk to one of the staff about anything that worries or concerns you
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

*You shouldn't:*

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone.

### **Minor or first-time incident**

If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to comply with it. They will give you an opportunity to change your behaviour.

This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers. We have a 3 strike policy at class that if you don't modify your behaviour and apologise you will be asked to leave the class.

### **Formal warning**

If you continue not to follow the code of behaviour and break the 3 strike policy repeatedly, or if your behaviour is more serious, you will be given a formal warning. They will make a record about what happened. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future.

We may also decide that a sanction is appropriate such as restricting you from taking part in some activities.

### **Final warning**

If the support we have put in place isn't helping you to change your behaviour, we may need to give you a final warning. Again this will be recorded, at this point, we may need to talk with you about other services that might be more able to give you the support you need.