**Spirit & Sand Client Expectation & Code of Conduct Contract**

**Welcome to Spirit & Sand!**

We are dedicated to providing a supportive and respectful environment for all clients, empowering individuals to achieve housing stability and independence. To ensure a positive experience for everyone, we ask that you agree to the following expectations and guidelines. This agreement supports our shared commitment to accountability, respect, and success in your housing journey.

### **Client Code of Conduct**

### **1. Personal Accountability**

* **Commitment to Housing Journey:** I understand that my participation in this program requires personal accountability and active involvement. This includes attending scheduled meetings, participating in programming, and communicating openly with my housing coordinator.
* **Goal Setting:** I agree to work with my Spirit & Sand team to set and pursue realistic goals for stable housing and independence.

**2. Respect for Others**

* **Respectful Communication:** I will treat Spirit & Sand staff, partners, and other clients with respect. I will communicate without hostility, abuse, or aggression, and I understand that Spirit & Sand maintains a zero-tolerance policy for verbal or physical abuse.
* **Respecting Shared Spaces:** I agree to respect shared and private spaces, keeping them clean, safe, and free from disruptive behavior.

**4. Health and Safety**

* **Maintaining a Safe Environment:** I agree to follow all safety guidelines provided by Spirit & Sand and report any safety concerns immediately. I also understand that acts of violence, threats, or endangering the safety of others will lead to intervention or possible termination of services.

**5. Confidentiality and Privacy**

* **Privacy Respect:** I will respect the privacy of staff by maintaining professional boundaries.
* **Consent to Information Sharing:** I understand that Spirit & Sand may need to share specific information related to my case with authorized partners or agencies to facilitate my housing journey. I consent to this exchange of information for the purposes of service and support coordination only.

**6. Participation in Services**

* **Active Involvement:** If necessary, I agree to take part in program activities, such as housing searches, financial planning, and any other agreed-upon activities that contribute to my goals.
* **Timely Communication:** I will communicate with Spirit & Sand staff in a timely manner about changes in my housing situation, contact information, or availability.

**7. Financial Responsibility**

* **Commitment to Financial Stability:** I agree to work with Spirit & Sand staff to develop and follow a financial plan that supports my housing stability.
* **Timely Payment of Rent/Fees:** If applicable, I will make payments on time and inform my housing coordinator of any financial difficulties affecting my ability to meet obligations.

**8. Agreement to Program Guidelines**

* **Abiding by Rules and Policies:** I agree to abide by all policies and guidelines set by Spirit & Sand. I understand that failure to do so may affect my eligibility for continued services.

### **Right to Discontinue Services**

### Spirit & Sand is committed to supporting clients on their path to stable housing, but we also require a respectful and safe environment for our staff and clients. **Spirit & Sand reserves the right to discontinue services if a client fails to comply with program guidelines, engages in disrespectful behavior toward staff or other clients, uses threatening or abusive language, or acts in a way that jeopardizes the safety, well-being, or mission of the organization.**

### **Acknowledgment and Agreement**

### I understand that Spirit & Sand is committed to supporting me in achieving stable housing. I agree to the above guidelines and understand that my participation in Spirit & Sand’s program depends on my adherence to this Code of Conduct. If I am unable to meet these expectations, I will communicate with my housing coordinator to find solutions and, if needed, additional/alternative support.

**Client Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Housing Coordinator Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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