



## Jordan's Principle Client Code of Conduct and Zero Tolerance Policy



The Southern Chiefs' Organization (SCO) Jordan's Principle Program is committed to working together to provide a caring and courteous atmosphere for the betterment of the First Nations' children, youth, and families we serve. We honour and practice the Seven Sacred Teachings. Love, Courage, Respect, Honesty, Wisdom, Humility, and Truth and are our guiding principles. We implement the teachings to ensure safe spaces for all.

SCO *Client Code of Conduct* creates a respectful environment for clients and staff. We ask that you read and agree to the following:

1. Respect for Staff: Please treat all SCO staff members with dignity and respect. Disrespectful or aggressive behavior may result in a warning and abusive behavior may result in a discontinuation of services from SCO Jordan's Principle.
2. Compliance with Program Requirements: SCO Jordan's Principle requests are dealt with in a timely manner, however, there may be extenuating circumstances that require more time to review or approve a request. SCO Jordan's Principle may require supporting documentation to complete a request. To avoid duplication, applicants must disclose involvement with other Jordan's Principle providers and/or if requesting/receiving same services from another provider.
3. Intended Use of Resources: Jordan's Principle resources should be used for their intended purpose and for the child/youth applicant. Selling or trading goods obtained through the program will be considered misuse of resources and may result in a discontinuation of services from SCO Jordan's Principle.
4. Confidentiality: Please respect the confidentiality of other clients and staff members. Any breach of confidentiality will result in consequences from a warning to a discontinuation of services from SCO's Jordan's Principle.

**SCO Jordan's Principle has a *Zero Tolerance Policy* for verbal abuse, harassment, and any displays of aggression. Any verbal threats or acts of violence towards SCO staff will not be tolerated and will result in discontinuation of services from the SCO Jordan's Principle program and if required, will be reported to the appropriate authorities.**

*PLEASE NOTE: SCO's Jordan's Principle implements a "no denials" practice. Where there are exceptional needs that go beyond the limits of our program, we will make the appropriate referral to external Jordan's Principle providers, Indigenous Services Canada, or other programs to address the needs of the child or youth.*

By signing below, I acknowledge that I have read and understood the SCO *Client Code of Conduct* and *Zero Tolerance Policy*, and I agree to abide by its terms and conditions. I understand that failure to comply may result in the termination of services by SCO Jordan's Principle and referral of my client file to Indigenous Services Canada.

**Child/ren:**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Guardian's Name:** \_\_\_\_\_

**Witness Name:** \_\_\_\_\_

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

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

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

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