



Wayne Metropolitan Community Action Agency

Client and Visitor Code of Conduct

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Purpose

This Client & Visitor Code of Conduct establishes clear expectations for behavior to ensure that all Wayne Metro locations, programs, and events remain safe, respectful, and welcoming environments for clients, visitors, staff, volunteers, and partners. This Code helps protect the dignity, rights, and safety of everyone while reducing risks related to safety, liability, and operations.

Scope

This Code applies to all clients, visitors, guests, vendors, partners, contractors, and members of the public while on Wayne Metro property, participating in Wayne Metro programs or services (in person or virtually), or engaging with Wayne Metro staff.

Core Expectations

All clients and visitors are expected to:

- Treat others with respect, dignity, and courtesy.
- Follow all posted signage, safety instructions, and staff directions.
- Comply with local, state, and federal laws while on Wayne Metro property or participating in services.
- Use Wayne Metro facilities, services, and resources for their intended purposes only.



- Maintain appropriate behavior that does not disrupt services or create an unsafe environment.

Prohibited Conduct

Wayne Metro prioritizes de-escalation and resolution whenever possible; however, the following behaviors are not permitted and may result in corrective action, including removal from the premises or suspension of services:

- Violence, threats of violence, intimidation, harassment, or discriminatory behavior.
- Verbal abuse, profanity directed at others, or threatening language toward staff, clients, or visitors.
- Possession or use of weapons, illegal substances, or alcohol (unless explicitly authorized for a specific event).
- Theft, vandalism, or damage to Wayne Metro property or the property of others.
- Disruptive behavior that interferes with operations, service delivery, or the safety of others.
- Unauthorized recording, photography, or filming of staff, clients, or facilities.
- Misuse of services, falsification of information, or attempts to defraud the organization.

Safety & Security

- Wayne Metro reserves the right to conduct safety checks or restrict access to certain areas.
- Clients and visitors must report any safety concerns, injuries, or incidents to staff immediately.
- In emergencies, all individuals must follow staff instructions and emergency procedures.



Respect for Privacy & Confidentiality

- The privacy and confidentiality of clients and staff must be respected at all times.
- Sharing personal, identifying, or confidential information about others without authorization is prohibited.

Social Media & Public Statements

- Wayne Metro respects individuals' rights to free expression; however, false, misleading, or defamatory statements that harm the organization, its staff, or clients may be addressed through appropriate legal or administrative channels.
- Recording or posting content from Wayne Metro property without permission is prohibited.
- Social media activity that incites harassment, threats, or harm toward staff or clients is not permitted and may result in restricted access to services or facilities.

Compliance with Laws & Policies

Clients and visitors are expected to comply with all applicable laws, regulations, and Wayne Metro policies, including safety, confidentiality, and facility use policies.

Consequences of Violations

Wayne Metro may take appropriate action in response to violations of this Code, including but not limited to:

- Temporary suspension or permanent restriction of access to facilities or services
- Removal from the premises or services
- Contacting law enforcement or emergency services when necessary



Actions will be determined based on the severity, frequency, and impact of the behavior.

Accessibility & Non-Discrimination

Wayne Metro is committed to providing accessible, inclusive, and non-discriminatory services. This Code is applied consistently and fairly, without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, or any other protected status.

Acknowledgment

This Code of Conduct is publicly available and applies to all individuals accessing Wayne Metro services or facilities. Using Wayne Metro services constitutes an acknowledgment and agreement to comply with this Code.

Wayne Metro reserves the right to update or modify this Code of Conduct at any time to ensure the safety, integrity, and mission of the organization.