**Disruptive Behavior Client Agreement**

Disruptive behavior is defined as any behavior which is inconsistent with PHNTX, policies that may compromise the integrity of the program or the safety of staff, clients and others. Such behavior may include but is not limited to the following:

* Verbal abuse including profanity, aggression, threats, and disrespect.
* Physical abuse including harm or intent to harm.
* Emotional abuse including name calling and belittling.
* Sexual abuse including elicitation or solicitation of a sexual nature or sexual overture/innuendo.
* Possession of illegal substances and/or drug paraphernalia, as well as presenting under the influence and/or in an altered state.
* Possession of an unlawful/unauthorized handgun or other lethal weapons.
* Exhibiting behaviors that promote a negative atmosphere including unnecessary or excessive phone calls, email and other forms of communication.

PHNTX has a zero tolerance policy with regard to disruptive behavior. If staff observes or experiences any of the above behaviors, the following actions will be taken:

1. Verbal warning by the staff that is present and the staff’s supervisor.
2. Written warning by the staff member and the staff’s supervisor.
3. Possible temporary/permanent suspension/dismissal from PHNTXPHNTX services with a referral/referrals to another agency. This action will involve communication and guidance from the Chief Program Officer.

The following will result in non-negotiable immediate and permanent dismissal from PHNTX’s services as follows:

1. Physical abuse including but not limited to punching, pushing, slapping, beating, and/or physically touching any PHNTX staff member in an abusive and aggressive manner.
2. Sexual abuse including but not limited to sexually suggestive touching, groping, fondling or exposing one’s self.

By signing, you agree to the above procedures and indicate a clear understanding of PHNTX zero tolerance policy.

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Client Signature Date

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PHNTX Staff Signature Date

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>