



Code of conduct

U-Center has drawn up a Code of Conduct and has described behaviors to guarantee a safe, healthy and effective therapeutic environment. Below are our house rules that we deem essential to achieve the best treatment environment and results for both you and your fellow clients.

1. Respectful interaction

We expect a respectful relationship from everyone. This means that you accept and appreciate each other, take each other into account and are jointly responsible for a social, healthy and safe environment. We expect you to take into account the problems, limits and capacity of other persons. Together with us, everyone is responsible for a safe treatment environment.

2. Privacy

To guarantee the privacy of everyone, it is not permitted that you mention the names of fellow clients to the outside world, nor take photos or voice recordings during your stay at U-center. This is also an important reason that mobile phone usage is limited to your own room and not in the public or group rooms of the U-center.

3. Clothing

We request that you wear appropriate clothing. Think of clothing that you would wear to work (smart casual). We therefore ask you not to wear sports clothing, shorts / skirts, bath slippers and offensive clothing. Offensive tattoos and piercings have to be covered. It is not allowed to wear caps, hats or any other head covering.

4. Eating moments

At U-center there are three shared meals per day. All these moments are spent together with your group members. It is not permitted to be elsewhere at these times. The only exception to this rule is lunch on Saturday. Family members are permitted to have lunch with you on a location outside U-center at Saturdays.

5. Compulsory presence in therapy components

The treatment can only have optimal results for you and your fellow clients if you participate in all therapy components. On time attendance to all therapy components is therefore mandatory, unless different arrangements have been agreed upon and made in your personal treatment plan.

Absence from therapy activities that is not in accordance with agreements in your treatment plan will lead to a conversation with your practitioner to discuss whether treatment progress is possible.

6. Freedom of movement / Presence and absence

If you go outside the U-center premises, you must sign in and out at the service center. In the event of an emergency, we must be able to see who is present or absent within the clinic premises. Our night's rest applies between 11 PM and 7 AM. This means that you will stay in your room during these times.

Staying outside the clinic

If you want to go outside the clinic, you can do so outside of the therapy and meal times in the immediate vicinity of the clinic. The immediate surroundings encompass the areas that are within walking distance of the clinic. You are free to do this outside of the fixed and compulsory activities time. You must return before 9 PM.



Transport

It is not permitted to use your own transportation during your stay in Epen. We have therefore asked you to have your family or friends bring you to U-center, or to use public transportation.

7. Substance use

With regards to safety and healthy living, it is not permitted to have drugs or alcohol in your possession or to use drugs or alcohol during your entire admission inside and outside of U-center. We carry out random alcohol, drug and room checks to preserve safety. You are obligated to cooperate with these checks.

Smoking is explicitly prohibited in the clinic; therefore usage is not permitted in your room or private balcony. This allows us to guarantee a healthy environment for everyone. A small area has been set up at the parking entrance of the clinic where smoking is still allowed. We also offer support should you consider to stop smoking.

8. Inappropriate behavior

Undesirable behavior such as (verbal or non-verbal) aggression, discrimination, bullying, (sexual) intimidation and violence against fellow clients or employees is unacceptable and can lead to termination of the treatment agreement and thus termination of your stay at U-Center.

To prevent you and your fellow clients from unintentionally ending up in situations that lead to boundary crossing behaviors, it is explicitly forbidden to meet in each other's rooms. Your room is the safe place where you can retreat for peace and quiet.

For the same reason, it is not permitted to enter sexual relationships or any other form of exclusive relationships with another client. Having sexual contacts with fellow clients will therefore not be tolerated and may lead to termination of the treatment agreement.

9. Gifts, borrowing and lending of personal items

We ask you not to buy presents, treats or food for each other or for employees. Trading, exchanging, borrowing or lending items to other clients is also not permitted.

10. Multimedia

The use of electronic devices such as a mobile phone, tablet, smartwatch or similar is only permitted in your room outside of the therapy times. This means that these devices do not leave your room.

11. Visit

You may receive visitors on Saturdays between 12.15 and 5.30 pm and on Sundays between 12.15 and 5.30 pm. Visitors cannot be admitted before 12.15 (on Saturdays and Sundays). We ask you to allow a maximum of two people per visit. Former clients are not allowed to visit. *Please note that all these rules described above also apply to your visitors.*

We will address you regarding your compliance to the code of conduct described in the house rules and also ask you to address each other about this. Only then can a safe, healthy and effective treatment environment be achieved. If you do not comply with the aforementioned agreements, an interview is immediately scheduled with your practitioner to discuss the consequences of your behavior. Depending on the seriousness of the violation and the risk assessment for recurrence, an official warning may be given or treatment may be stopped immediately.

U-Center reserves the right to make unilateral changes to this Code. You will be informed if any changes are made.