What you can expect when you come to Orchardville

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| Orchardville staff will…. | |
|  | Staff will get to know you - what you like and don’t like.  Staff will treat you as an individual. |
|  | Staff will respect your wishes and support your choices. |
|  | Staff will provide you with good guidance and support. |
| Ethics 2 | Staff will be honest, trustworthy and we will always do our best for you. |
|  | Staff will act as your advocate when you need help speaking up. |
|  | Staff will help you to achieve your goals. |
|  | Staff will provide you with a safe and secure place. |

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| What we expect you to do…. | |
|  | Treat everyone with kindness and respect. |
|  | Be prepared to work hard and learn new skills. |
|  | Listen to advice from staff - we’re here to help. |
|  | Do your best and don’t give up easily, that’s how you get better. |
|  | Ask for help when you need it. |

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| There are somethings Orchardville cannot do for you…. | |
|  | Staff cannot allow bullying or harassment. |
|  | Staff cannot meet you or answer calls & messages outside of working hours.  Your support worker will tell you when their working hours are. |
|  | Staff cannot have a personal or social relationship with you outside of Orchardville.  This is a ‘policy’ which means its a rule at Orchardville that we all must follow. |
|  | Staff cannot provide legal advice or help you complete benefits forms. |
|  | Staff cannot provide personal care or give you any medication |