



U-center | Code of Conduct

U-center's Code of Conduct has been composed to make your stay and that of fellow clients as pleasant as possible. These rules are meant to guarantee a safe, healthy, and constructive climate in which everyone can benefit from the treatment.

1. Respectful interaction

We encourage everyone to treat each other with respect:

- Take into account each other's vulnerability, taxability and boundaries
- Refrain from judging other people
- Refrain from talking about each other (gossiping), but rather talk to each other

2. Transgressive behavior & boundaries

Transgressive behavior, jeopardizing your own safety or that of others will not be tolerated and can lead to termination of treatment. Transgressive behavior includes (verbal and non-verbal) aggression, (sexual) intimidation, violence, discrimination, bullying, etc. To prevent that you or your fellow clients unintentionally end up in situations that lead to inappropriate behavior, it is forbidden for other clients to enter your room. For the same reason it is not permitted to enter into sexual relationships with other clients.

3. Privacy

To guarantee the privacy of everyone, it is not allowed to mention names / personal details of fellow clients to the outside world, nor to take photos or make videos or voice recordings during your stay at U-center.

4. Multimedia

In order to reduce disturbance, warrant privacy, and improve social interaction, the use of electronic devices (e.g. phones, tablets, laptops, head phones) is prohibited in public areas.

5. Clothing

You are expected to be mindful of the vulnerabilities of others and wear clothing appropriate to the setting: Not too revealing (e.g. mini-skirts, bare shoulders / belly / cleavage) and no aggressive, disturbing, or upsetting texts or images, etc.

6. Nutrition and eating moments

In the spirit of structure, health, and social interaction, we use fixed mealtimes for breakfast, lunch and dinner in the restaurant. Attending these meals form an integral part of treatment and is therefore mandatory. Breakfast and lunch may also be taken on the terrace. Outside the standard mealtimes, fruits and drinks are available. Please limit the purchase of your own food and only eat these in your room.

7. Therapy times

Therapy is scheduled from Monday through Friday from 8.30 AM to 6.00 PM, Saturday from 8.30 AM to 1.30 PM, and Sunday from 9.30 AM to 1.30 PM. Absence is only possible by personal cancelation in consultation with the relevant practitioner and/or the head of treatment.



8. Presence and absence

For safety reasons and to provide adequate support:

- If you go outside the U-center premises, you must sign in and out at the service center using the provided form. In this case please make sure you remain reachable by phone.
- Stay within walking distance from U-center and be back before 9.00 PM.
- Visiting more intense / crowded places (e.g., cities) can be very triggering and is therefore only allowed if you have explicit approval of your mentor or head of treatment and if it doesn't interfere with potential requirements and recommendations from the referrer.

9. Sleep and rest times

We assume a night's sleep between 11.00 PM and 6.00 AM. During this time, you should avoid unnecessary noise and stay in your room (unless you require assistance).

10. Substances

Possessing, hoarding, dealing, or using alcohol, drugs, (unprescribed) medicine, and supplements is strongly prohibited and may lead to termination of treatment. Room checks and urine tests are carried out on a random basis, for which we ask for your cooperation.

11. Smoking

To limit nuisance, create a healthy climate and support people who wish to quit, any form of smoking (including vaping or using e-cigarettes) is only allowed outside in the designated smoking area next to the parking entrance. Smoking in the building, on the terras / balcony or in your room is strictly forbidden.

12. Trading and gifts

To avoid misunderstandings and feelings of dissatisfaction, you are urged not to trade, exchange, or borrow money during your stay. Buying gifts for fellow clients or employees is strongly discouraged.

13. Visitors

You may only receive visitors on Saturday and Sunday between 1.30 PM and 6.00 PM, with a maximum of three visitors per day. Visitors always need to be registered at the service center upon entrance. You can receive your visitors in your room, or outside within walking distance of U-center. Please do not take your visitors into the public areas in order to warrant safety and privacy of others. Please note that all rules described above also apply to your visitors.

If necessary, the code of conduct can be deviated from in the individual treatment plan or in agreement with your mentor / head of treatment. These agreements take precedence over the code of conduct.

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