



Participant Code of Conduct & Behavior Policy

The Multiple Sclerosis Center of Southwest Florida, Inc.

Db a Centers for Multiple Sclerosis

Effective Date: April 1, 2026

Purpose

We're committed to creating a safe, welcoming, and supportive space for everyone living with multiple sclerosis. This policy shares our expectations for how participants interact, so that everyone can enjoy programs and services without disruptions, and our team can focus on providing the best experience possible.

Scope

This policy applies to all participants in classes, support groups, events, massage, transportation or other services offered by the Multiple Sclerosis Center of Southwest Florida, Inc.

1. Expected Behavior

- Treat staff, volunteers, and other participants with courtesy and respect.
- Use appropriate language and maintain a positive atmosphere.
- Abide by class rules and follow instructions from instructors and staff.
- Allow others to fully participate without interruption.
- Respect the physical and emotional safety of all individuals.

2. Prohibited Behavior

- Harassment, bullying, or intimidation of any kind.
- Persistent negative or disparaging remarks about the organization, staff, or other participants.
- Frequently talking and engaging in side conversations that distract others.
- Disruptive behavior that interferes with program delivery.

- Any illegal activity or violation of local laws.

3. Consequences for Violations

- First Incident: Verbal reminder of policy.
- Second Incident: Written warning and discussion with staff.
- Third Incident: Suspension or termination of services.

The organization reserves the right to immediately suspend services if deemed necessary.

4. Appeals Process

Participants may request a review of any decision by contacting Kay Jasso, CEO in writing within 14 days of notification.

5. Acknowledgment

All participants must sign an acknowledgment form confirming they have read, understood, and agree to abide by this policy.

Acknowledgment Form

I have read and agree to follow the Participant Code of Conduct & Behavior Policy for Multiple Sclerosis Center of Southwest Florida Inc.

First and Last Name: _____

Signature: _____

Date: _____