



## Standards of Conduct & Ethics Policy

Standards of Conduct & Ethics outlines the primary expectations for staff behavior, based on the values of tolerance, respectfulness, honesty, integrity, dependability, quality and effectiveness of service provided, teamwork, acceptance of individual differences and consumer empowerment & choice. Employees are expected to conduct themselves in a manner that demonstrates the following standards:

- I will maintain a professional relationship and be respectful of all people that we serve providing the best service that is responsive to the consumers needs.
- I will respect and promote the consumer's right of choice and self-determination.
- I will assist consumers in identifying, clarifying and reaching their goals.
- I will not put my personal needs ahead of the needs of consumer's.
- I will model appropriate behavior for consumers.
- I will report any mistreatment, neglect, abuse, or financial exploitation of consumers.
- I will respect consumer's past and present rights to privacy and will avoid illegal and unwarranted disclosures of confidential information.
- I will strive to eliminate attitudinal barriers, including stereotyping and discrimination toward consumers.
- I will strive to collaborate with other staff and outside agencies about consumers when given written permission by the consumer.
- I will respect the rights, views and confidences of my co-workers and treat them with fairness and courtesy.
- I will not exploit the trust of my co-workers or the public.
- I will make every effort to avoid relationships that could impair my professional judgment.
- I will not make false statements about consumers, co-workers or Cherish.
- I will maintain accurate records necessary for rendering services to consumers as required by law, regulations and agency procedures.
- I will not falsify any documents related to Cherish operations.
- I will provide service and represent myself within the boundaries of my education, training, professional credentials and professional experience.
- I will represent Cherish in a professional and competent manner.
- I will work to advance Cherish in its goals, community standing, and success.
- I will promote a positive and supportive attitude toward Cherish consumers, co-workers, supervisors, management, and Board of Directors.
- I will use proper channels for expressing concerns about consumers, co-workers, and Cherish.
- I will extend respect and cooperation to colleagues of all professions.
- I will be honest and trustworthy in all my professional relationships.
- I will not take advantage of any professional relationship to exploit or further my personal, professional, or business interests.
- I will not participate, condone, or be associated with any form of dishonesty, fraud, or deception.
- I will seek assistance for any problem that impairs my judgment or performance.
- I will not lend money, vehicles, equipment, or any other items to consumers or families.
- I will not borrow money, vehicles, equipment, or any other items from consumers or families.
- I will not accept personal favors, such as tips or gifts, from consumers or families.
- I will not sell merchandise of any kind to consumers.
- I will not co-sign loans for consumers or family members or have them do this for me.
- I will not become involved of a romantic and/or sexual nature between program staff and consumers or their families.
- I will not allow blurred boundaries regarding friendship versus professional relationship.
- I will prevent any personal relationship with the consumers while services are being provided and a minimum of two years following termination of services.



- I will not promise to keep “secrets” for the consumer that should be disclosed to professional staff and/or supervisors within the agency.
- I will not share information with a consumer regarding another consumer.
- I will not share information regarding staff members or any other privileged information.
- I will not conduct myself in a manner that is detrimental to the professionalism of the program or has the appearance of a conflict of interest.

**Failure to follow Cherish Employee Code of Conduct & Ethics will result in disciplinary action and possible termination of employment.**

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 8/22/2023