

Addendum D **Code of Conduct**

The Board of Directors of Hesed House of Hope shall provide a Code of Conduct which shall guide the conduct of all staff, volunteers, residents, and contract staff. Violation of the Code of Conduct shall be considered just cause for the Board to invoke disciplinary actions up to and including discharge, termination of contract, or recommendation of removal from appointment.

All persons involved with the shelter, including staff, volunteers, residents, contract staff, and others in the community shall be treated with respect and understanding in the manner consistent with accepted standards of professional practice; being always mindful of the Hesed House of Hope reputation in the community and commitment to excellence in the delivery of service.

All employees and volunteers are covered by the policy and shall be expected to conform and comply with this policy as it is a condition of employment, volunteering, or contracting with Hesed House of Hope.

All staff and volunteers are to be familiar with and to comply with all policies and procedures of Hesed House of Hope. If violations or incidents occur, and are considered to be a breach of the Code of Conduct (Misconduct), the persons involved may be disciplined up to and including dismissal.

Residents and their families, as well as employees, should never be exploited by Hesed House of Hope personnel or volunteers for their own personal benefit. This can include but is not limited to assistance with duties other than those performed at the shelter or for shelter business. In instances where there may be uncertainty of conflict of interest, the personnel involved are required to consult with appropriate Directors, the Chairperson of the HR Committee or the Chairperson of the Board of Directors, for guidance as well as protection should questions arise regarding conflict of interest.

The Board of Directors of Hesed House of Hope shall ensure the confidentiality of consumer information collected, stored, and disseminated by employees and volunteers. This information will be maintained according to a strict standard of confidentiality as outlined in applicable State and Federal regulations. All employees, volunteers, students, or interns requiring access to client information must read and adhere to this policy as well as sign the Code of Conduct, at least annually. Protected Health Information is not to be disclosed without the authorization of the resident or legally responsible party unless there is a "Consent to Release" signed by the resident or guardian. Employees and volunteers will be trained on HIPAA Privacy Rule and HIPAA Security Rule. Violation of resident confidentiality shall be considered Misconduct and the persons involved may be subject to disciplinary actions up to and including dismissal.

I have read and understood this policy and agree to abide by it.

Name

Date