

Written: 03/28/2012	Policy	Code of Ethics Policy
Approved: 06/22/2017		Dept.: All
Reviewed/Revised: 05/16/2017		Written By: HR Department

**Policy:**

Area Agency on Aging, Inc. conducts its business fairly, impartially, in an ethical and proper manner, and in compliance with all laws and regulations. Area Agency on Aging, Inc. is committed to conducting its business with integrity underlying all relationships, including those with citizens, clients, vendors, and among employees. The highest standards of ethical business conduct are required of Area Agency on Aging, Inc. employees throughout the performance of responsibilities. Employees will not engage in conduct or activity that may raise questions as to the company’s honesty, impartiality or reputation or otherwise cause embarrassment to the company.

An employee's actions under this policy are significant indications of the individual's judgment and competence. Accordingly, those actions constitute an important element in the evaluation of the employee for position assignments and promotion. Correspondingly, insensitivity to or disregard of the principles of this policy will be grounds for appropriate management disciplinary action in accordance with the company’s Progressive Discipline Policy.

**Procedures:**

**Professionalism**

The personal and professional behavior of all employees shall conform to the standards expected by Area Agency on Aging, Inc., which include:

- A commitment to and adherence to professional standards in the work place and in each individuals interactions with other employees and/or clients of Area Agency on Aging, Inc.;
- A commitment to maintaining the highest standards of integrity and honesty in the workplace;
- A responsibility to support Area Agency on Aging, Inc. in its efforts to create an open and mutually supportive environment;
- A responsibility to share information and give willing assistance to clients in furthering the goals and objectives of Area Agency on Aging, Inc.; and
- A responsibility to ensure that there is no misrepresentation of facts. Wherever a misunderstanding is thought to have taken place through unclear communications, this should be corrected promptly.

**Conflict of Interest**

Each employee is expected to avoid situations in which his or her financial, political or other personal interests or dealings are, or may be, in conflict with the interests of Area Agency on

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Aging, Inc. Accordingly, Area Agency on Aging, Inc. expects its employees to act in the company's interest at all times.

Employees are advised not to engage in any other business, commercial or investment activity that may conflict with the individual's ability to perform his or her duties for the company.

Employees must not engage in any other activity (cultural, political, recreational, and social) which could reasonably conflict with the company's interests and interfere with the performance of the employees duties. Employees will not discuss their own personal issues, religious convictions or political beliefs with clients.

Employees will not allow friends, relatives, or any other individual that is not listed on the manifest or that has not been pre-approved by the transportation department in Area Agency on Aging, Inc.'s vehicles. Allowing friends or relatives into the client's home while providing services is strictly prohibited.

**Confidentiality**

As a result of employment with Area Agency on Aging, Inc., employees may be entrusted with confidential information; with regard to the company and/or its affiliates, clients, or vendors. Confidential and proprietary information includes such things as medical records, client names/addresses or nonpublic information about other clients or vendors. Employees will not disclose confidential and/or nonpublic information without a valid business purpose and proper authorization.

Employees will never leave minor transportation clients with neighbors, friends or alone. The employee will contact the transportation office for guidance if the parent or guardian is not home.

**Protection and Use of Company Property**

Company resources, including time, material, equipment and information, are provided for company business use. Nonetheless, occasional personal use is permissible as long as it does not affect job performance or cause a disruption to the workplace.

Employees and those who represent Area Agency on Aging, Inc. are trusted to behave responsibly and use good judgment to conserve company resources. Each manager is responsible for the resources assigned to the specific departments and are empowered to resolve issues concerning the proper use.

Generally, employees will not use company equipment such as computers, copiers and fax machines in the conduct of an outside business or in support of any religious, political or other outside daily activity, except for company approved support to nonprofit organizations.

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Employees will not solicit contributions nor distribute non-work related materials to clients during work hours.

**Acceptance of Gifts and Other Benefits**

Employees will not give or accept gifts, entertainment, or any other personal benefit or privilege that would in any way influence or appear to influence any business decision. Accepting or giving money, gifts, entertainment, loans, food or any other benefit or preferential treatment from any existing or potential client or client’s family, vendor or business associate of the company, is strictly prohibited.

Employees will not use the client’s possessions, such as automobile or telephone (for personal use) nor consume the client’s food or drinks.

**Alcohol & Substance Abuse**

The use or possession of alcohol, illegal drugs, and other controlled substances in the workplace and being under the influence of these substances prior to the job and/or during working hours is strictly prohibited. However, possession of prescription medication for medical treatment is permitted.

Employees will not use tobacco in the client’s home while providing services. Tobacco use in or around the company vehicles or while involved in client/recipient assistance or while in the presence of any client/recipient is strictly forbidden.

**Harassment**

Area Agency on Aging, Inc. is committed to providing a work environment that is free of inappropriate behavior of all kinds and harassment on account of age, physical disability, marital status, race, religion, sex, sexual orientation or gender identity. Employees are responsible for supporting the Area Agency on Aging, Inc. in its endeavor to protect others from any form of such harassments.

In the course of business conduct of any employee, wherever harassment occurs to any such employee as a result of an act or omission by any third party or outsider, the company shall take all steps necessary and reasonable to assist such affected employee in terms of support and preventive action.

This is separately detailed in the company’s Harassment and Non-Discrimination Policy.

**Misconduct and Non-Conformance with the Policy**

Non-observance of this policy shall be construed as misconduct that could warrant disciplinary action, including dismissal in deserving cases. Area Agency on Aging, Inc. will use the

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Progressive Discipline Policy to facilitate all disciplinary action. The decision in this regard will lie with the Management, including the Human Resources Director and shall be binding on the employees.