

**ALAMOGORDO HOME HEALTH CARE AND HOSPICE
AGENCY CODE OF CONDUCT**

SERVICE:

1. Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, and ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.
2. Promote the mission and objectives of Alamogordo Home Health Care and Hospice in all dealings with the public on behalf of the agency.
3. Provide a positive and valued experience for those receiving service from the agency.

ACCOUNTABILITY:

1. Act with honesty and integrity and in accordance with any professional standards and/or governing laws and legislation that have application to the responsibilities you perform on behalf of Alamogordo Home Health Care and Hospice.
2. Comply with both the letter and the spirit of any training or orientation provided to you by Alamogordo Home Health Care and Hospice in connection with those responsibilities.
3. Adhere to the policies and procedures of the agency and support decisions and directions of the Board of Directors and its delegated authority.
4. Take responsibility of your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

RIGHTS AND RESPONSIBILITY:

1. Alamogordo Home Health Care and hospice pledges to protect and preserve the rights of clients and staff, to deal with them in an honest and ethical manner, and maintain confidentiality.
2. The right of our clients will be respected by all agency personnel and integrated into all programs. A copy of these rights and responsibilities will be given to each client upon admission. (attachments, 5 and 6, Client Rights and Responsibilities for home health and hospice and homemaker programs).

CONFLICT OF INTEREST:

Conflict of interest arises when a person participates in a decision about a matter (including any contract arrangement of employment, leasing, sale or provision of goods or service) which may benefit or *be seen* to benefit that person because of his/her direct or indirect monetary or financial interest affected by or involved in that matter.

It is the duty of any person taking part in the operations of Alamogordo Home Health Care and Hospice to adhere to the Conflict of Interest Policy at all times. In the event that such a matter arises, the person shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter.

CONFIDENTIALITY:

1. Respect and maintain the confidentiality of information gained as an employee or volunteer, including, but not limited to, all computer software and files, business documents and printouts, and all employee, volunteer, donor/supporter records and client files.

2. Respect and maintain the confidentiality of individual personal information about our clients gained through your role in Alamogordo Home Health Care and Hospice, for example, in support groups, meetings or in-service programs.

FISCAL RESPONSIBILITIES:

Alamogordo Home Health Care and Hospice will ensure that:

1. All billed services are consistent with the amount and type of care provided and are compliant with program regulations and guidelines.
2. The cost per hour, visit or day includes only legitimate expenses and reasonable earnings.
3. No kickbacks or payoffs are received or paid.
4. All accounts receivable are handled according to sound business practices.

RELATIONS WITH THE PUBLIC:

1. Alamogordo Home Health Care and Hospice will be truthful in all forms of professional and agency communication, and avoid disseminating information that is false, misleading, or deceptive.
2. Alamogordo Home Health Care and Hospice will ensure that all oral and written statements will fairly represent services, benefits, cost and agency capabilities. This will include informational brochures for home health care and hospice services, as well as agency specific information.

PERSONNEL:

1. Alamogordo Home Health Care and Hospice is an equal opportunity employer and complies with all applicable laws, rules, and regulations, to include the Title VI of the Civil Rights Act of 1964, section 204 of the Rehabilitation Act of 1975, and the Age Discrimination Act of 1975.
2. Alamogordo Home Health Care and Hospice hires qualified employees and utilizes them at the level of their competency. We hire adequate staff to meet the needs of our clients.
3. All staff and volunteers will be oriented to the agency corporate compliance plan and the Code of Conduct.
4. An Employee Handbook is available for all employees. This handbook outlines agency personnel policies. Each employee will receive a copy of the handbook upon hire and also receive updates of those policies.
5. Employees will not be allowed to work with another home health, hospice or personal care agency while still being employed at Alamogordo Home Health Care and Hospice. This relationship may create a perceived or actual conflict of interest.

PERSONAL/SEXUAL HARRASSMENT:

Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by an individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on employment or career development.

Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based on another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. It is discriminatory behavior, directed at an individual that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work related purpose.

Alamogordo Home Health Care and Hospice has a zero tolerance policy with respect to personal/sexual harassment. Personal/sexual harassment in any form is strictly prohibited and may be grounds for termination as an employee or volunteer.

PROCEDURES FOR THE CARE OF OTHERS WHO MAY BE VULNERABLE BECAUSE OF AGE OR DISABILITY/ILLNESS

In the course of providing services to our clients, our employees, volunteers and third party service providers may come in contact with vulnerable individuals. These individuals are those who may be at risk of harm or harassment because of their age or disability/illness.

When this occurs, the following procedures should be followed:

1. In a high-risk situation or when meeting with clients and family members who may be vulnerable, the meeting should be conducted with a witness or in a private area that is visible to others.
2. Any employee or volunteer who seeks to initiate personal contact with vulnerable clients outside of work related hours, are asked to seek prior approval from management personnel, and in the case of children/youth, from the parent or guardian.