

STANDARDS OF CONDUCT

Effective Date: **October 1, 2017**

SCHRA expects all persons involved in the Agency (employees, committee members, contractors, consultants, volunteers, etc.) to act in a professional and responsible way at all times. This means all people are to be treated with respect, courtesy and dignity at all times. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace but some of the more obvious unacceptable activities are noted below. This list is not all-inclusive and other inappropriate conduct may result in disciplinary action up to and including termination. Contact Executive Director, Human Resources Director, or Finance Director with any questions concerning any standard of conduct or the unacceptable activities listed.

Unacceptable activities include, but are not limited to, the following:

1. Violation of any Agency rule or policy; any action that SCHRA deems detrimental to its efforts to meet its mission, vision, and values.
2. Negligence or any careless action which endangers the life or safety of another person.
3. Violations of the Agency's misconduct/fraud policy.
4. Violations of the Agency's Business Conduct-practice of unethical behavior.
5. Failure to respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability, sexual orientation, or family composition. (***HS/EHS Performance Standards 1302.9 (c)(1) (iii)***)
6. Failure to follow the SCHRA Conflict of Interest Policy. (***Head Start Act (642(C)(1)(E)(iv)(X)(aa)***)
7. Failure to use positive strategies to support children's well-being and prevent and address challenging behavior. (***HS/EHS Performance Standards 1302.9(c)(1)(i)***).
8. Failure to follow program confidentiality policies concerning personal identifying information or other information about children, families, and other staff members. (***HS/EHS Performance Standards 1302.90 (c)(1)(iv)***)
9. Borrowing, receiving or taking funds or other personal property from the service recipient. (***TN Licensure Personal Support Services Agencies: 0940-5-38-.07(2)(h)***)
10. Abusing or neglecting of a service recipient, or other types of critical incidents. Departmental procedures will be followed in the investigation and reporting of these activities to those required by grantors or any other authority required by law. (***TN Licensure Personal Support Services Agencies: 0940-5-38-.06(1) (h)***)

11. Leaving a child alone or unsupervised while under the program's care. Report to the Office of Head Start Regional Office as needed. **(HS Performance Standards 1302.90(1)(v))**
12. Maltreatment or endangering the health or safety of children, including at a minimum, that staff must not: Use corporal punishment; use isolation to discipline a child; bind or tie a child to restrict movement or tape a child's mouth; use or withhold food as punishment or reward; use toilet learning/training methods that punish, demean, or humiliate a child; use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child; physically abuse a child; use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family; or, use physical activity or outdoor time as a punishment or reward. (HS Performance Standards 1309.2 (c)(1)(ii))

Definitions

- **Corporal punishment** is any physical action imposed on a child for any reason (for instance: slapping, biting, pinching, pulling hair, squeezing, kicking, tying or binding, withholding food, physical activity or outdoor time as punishment, or any other action that might inflict physical pain/abuse on the child).
- **Inappropriate punishment** also is any action taken to isolate the child from all other persons (for instance: standing in corner; not letting anyone speak to the child, or any other action that could cause emotional pain to the child). It is any form of embarrassment inflicted on a child (calling the child names, calling the child dumb, etc.), making insulting remarks about a child's clothing, cleanliness, speech (profane, sarcastic, derogatory, threatening), eating habits, threatening the child, terrorizing, ignoring, corrupting, verbal use etc. in such a manner that will cause the child emotional pain
- **Inappropriate behavior include but are not limited to the examples below:**
 - Discourteous conduct or poor service to customers
 - Disrespectful, abusive, profane language or conduct directed to customers, employees, vendors, and other third parties
 - Unsatisfactory work performance or conduct; deliberate or excessive waste of materials; lack of cooperation; and/or low productivity
 - Insubordination, including a willful failure to follow a management directive
 - Violation of Agency and human resources policies and procedures
 - Falsification of Agency records in any form, embezzlement, or failure to follow internal control or security procedures
 - Theft or inappropriate, unauthorized removal or possession of Agency or another (including attempts to do so) employee's property; use of Agency equipment or supplies for personal projects
 - Falsification of timekeeping records
 - Possession, distribution, sale, transfer, use or being under the influence of alcohol or illegal drugs in the workplace while on duty
 - Fighting or threatening violence in the workplace
 - Boisterous or disruptive activity in the workplace
 - Improper, negligent, destructive, or unsafe use or operation of Agency equipment

- Knowingly making false accusations intended to disrupt relationships among employees and/or between employees and the Agency
- Sexual or other forms of harassment
- Bullying, intimidating or undermining behavior (such as gossiping) in the workplace
- Unprofessional conduct at outside events where the employee is representing the Agency
- Possession of dangerous materials, such as explosives, or unauthorized weapons or firearms, in the workplace or on the premises
- Excessive unexcused unauthorized absenteeism or tardiness; giving false reasons for absences
- Unauthorized overtime or failure to record all hours worked
- Unauthorized disclosure of business secrets or confidential business or customer's information
- Unauthorized entrance to the Agency other than to report to work or to conduct business
- Unauthorized accessing of customer and/or employee information without a specific and approved business purpose

I hereby acknowledge review, receipt and understanding of the SCHRA Standard of Conduct Policy, above.

Employee Signature

Date