

Code of Conduct

It is important that we all demonstrate a high level of responsibility and act appropriately and professionally in the workplace. The following guidelines, work rules and policies will assist you in understanding our expectations.

Professional conduct and our expectations include:

- Providing excellent customer service
- Dependability - reporting to MHA when scheduled and on time.
- Following all federal, state, and local laws and regulations
- Performing your duties with enthusiasm and meeting the standards for your position
- Valuing diversity and treating everyone with respect
- Presenting a professional, well-groomed image including appropriate attire and hygiene
- Integrity

Other activities may be harmful to the organization and may result in disciplinary action, up to and including termination of your employment or association with Mental Health Association of Rochester (MHA). These include, but are not limited to:

1. Offensive or unprofessional conduct in connection with the performance of your duties to MHA
2. Improper performance of job duties or repeated failure to perform assigned duties and responsibilities.
3. Unauthorized expenditure of Company (MHA) funds
4. The use of abusive language, including racial slurs and epithets
5. Being insubordinate, threatening, intimidating, or assaulting a supervisor, co-worker, customer, or vendor. Refusal to follow directions, or disrespectful towards management, fellow employees, contractors, or board members.
6. Refusing to sign a corrective discipline notice or any other requested acknowledgement form.
7. Sabotaging the work of a coworker, contractor or other agent.
8. Falsification of any employment or other business-related documents
9. Dishonesty or misrepresentation on an employment application or other business records or Company documents, including requests for time off, timekeeping records or other information requested by or provided to MHA.
10. Abuse, defacement or destruction of company property, equipment, or supplies.
11. Absenteeism, tardiness, or failure to follow proper call-in procedure.
12. Violation of Non-Harassment Policy
13. Fighting, roughhousing, profanity, or any other inappropriate conduct on company property
14. Possession, use or sale of alcohol/drugs on MHA property, or coming to work or representing MHA while under the influence.
15. Working unapproved overtime or working off the clock
16. Violation of health, safety, or fire codes
17. Leaving the premises during a scheduled shift without permission
18. Failure to report any injury or accident to management immediately.
19. Smoking in non-designated area
20. Failure to submit medical information concerning physical ability to perform essential job functions.
21. All forms of solicitation
22. Possession of weapons on company property
23. All forms of gambling on company property
24. Sleeping on the job
25. Failure to follow timecard procedures (including break and mealtimes). Punching in or out for another employee or having another employee punch in or out for you
26. Failure to report unethical or illegal conduct.
27. Conducting personal business, such as political campaign activities, while on company time and/or using company property/equipment
28. Violation of dress code
29. Failure to disclose a potential conflict of interest
30. Violation of a rule as established in the employee manual, Compliance Plan, MHA policies and procedures, or any other governing requirement/document.

I hereby indicate that I have read and fully understand MHA's Code of Conduct as outlined above and will ensure to act in a manner that complies with these expectations.

Name (please print): _____ Date: _____

Signature: _____