



Human Resource Policy Manual

Subject: Standards of Conduct

HR Policy 470

Effective Date 05/01/05

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Revision: 1

Revision Date:

Board of Directors Approval: 1-23-10

MSHS Policy Council Approval: 1-16-10

HS/EHS Policy Council Approval: 1-13-10

I. Introduction

Effective immediately, TMC will require all employees including contractual employees, and persons who discharge duties or employment functions for TMC, volunteers, board members, policy council members, and parents to abide by these Standards of Conduct that will govern the conduct of everyone representing and/or conducting business on behalf of the corporation.

All of the above classes of employee relations, volunteers, board members, policy council members and parents will be introduced to the corporation's standards of conduct policy during the initial orientation, and during subsequent training, as part of the implementation of these standards.

Additionally, all of the above classes of employee relations, volunteers, board members, policy council members and parents will be required to sign a statement of acknowledgment of understanding, and agreement to adhere by these standards of conduct as a condition before new or continued employment or volunteer placement.

II. Standards of Conduct

A. In its continuing effort to implement fair and reasonable personnel policies and practices, TMC's Governance Board, TMC's President/CEO, and Senior Management Team affirms:

1. To develop policies for hiring and promoting employees on the basis of their competence, qualifications and character with assurance of equal opportunity and treatment regardless of race, religion, color, sex, age, national origin or physical or mental disability.
2. To provide wages and employee benefits which reflect fair and reasonable relationship to the work performed and is comparable with similar jobs in the same industry and in similar communities.
3. To maintain a safe and healthy working environment.
4. To develop training programs for those employee's whose needs, capabilities, and desires warrant such training.
5. To establish procedures for employees to discuss freely any matter of interest or concern with their immediate supervisor.
6. To develop policies that promote working conditions and practices that foster competence, well being, and self-esteem in staff.
7. To create a climate of trust and cooperation that will enable staff to speak and act in the best interest of the children, families, clients and TMC.
8. To develop a system for measuring employee performance that includes annual evaluations, constructive feedback and opportunities for continuing professional development and advancement.

9. To develop and maintain comprehensive written personnel policies that define program standards and when applicable that specify the extent to which employees are accountable for their conduct inside and outside the work place, and include progressive disciplinary processes as well as written grievance procedures.
10. To develop a system for ensuring that these policies shall be given to all staff members and shall be available for review by all staff members.
11. To develop a program of assistance for all employees who are not meeting program standards during their initial employment period that includes providing them with training to improve their performance.
12. To support, collaborate and integrate between TMC Internal programs and departments.
13. To establish and deliver high-quality, culturally sensitive programs and services.
14. To promote cooperation, collaboration and integration between TMC and agencies and professionals in the community concerned with the welfare of young children, their families, and their teachers.
15. To communicate openly and truthfully about the nature and extent of services that we provide.
16. To cooperate with other professionals who work with children and their families.
17. To be familiar with laws and regulations that serve to protect everyone including the children and families in our programs and staff.
18. To maintain confidentiality and to respect the clients and /or family's right and families right to privacy and the confidentiality of staff and, refraining from disclosure of confidential information and intrusion into other's private life.
19. To be familiar with and appropriately use and/or make referrals to community resources and professional services that support families.

B. TMC expects ALL employees, including persons who discharge duties or employment functions for TMC, agents, vendors, contractual employees, volunteers, Board and Policy Council Members:

1. To discharge their duties and/or give a productive day's work to the best of their abilities and skills.
2. To arrive at their work sites or meeting destinations and begin work on time.
3. To demonstrate a considerate, friendly, and courteous attitude toward fellow employees.
4. To adhere to the policies, dress code policies, and all policies adopted by TMC.
5. To remain productive at their work sites or meetings until their work day is over.
6. To maintain high standards of professional conduct at all times.
7. To establish and maintain relationships of trust and cooperation with co-workers and/or persons we are assigned to do business with on TMC's behalf..
8. To support co-workers, parents and board members in meeting their professional needs and in their professional development.
9. To support and assist the corporation in providing the highest quality of service.
10. To maintain loyalty to the corporation and uphold its reputation.
11. To make every effort to stay informed and trained and to base program practices upon current knowledge in the field.
12. To report the unethical, illegal or incompetent behavior of a co-worker, parent, board member and vendor to a supervisor.
13. To not participate in practices which are in violation of laws and regulations that protect the clients, staff and board members in our programs or company (in or outside of workplace).
14. To not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, psychologically damaging or physically harmful to children, families, staff, board members or vendors,
15. To create and maintain a safe and healthy environment for everyone that foster social, emotional, intellectual, and physical development.
16. To not participate in practices that discriminate against children, families, staff, board members or vendors on the basis of race, religion, sex, national origin, or disabilities.
17. To know/understand child abuse and neglect laws in the states we operate.
18. To respect and promote the unique identity of the children and families we service and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability. [1304.52 (h)(1)(i)].
19. To follow program confidentiality policies concerning information about children (i.e. child health conditions, suspect child abuse or neglect), families, other staff members, board and vendors and to maintain an effective record keeping system that ensures confidentiality. [304.22 (b)(3), 1304.22 (a)(5), 1304.51 (a) and 1304.52 (h)(1)]
20. To not leave children alone or unsupervised while under their care. [1304.52 (h)(1)(iii)]
21. To use positive methods of child guidance and not to engage in corporal punishment, emotional or physical abuse or humiliation. [1304.52 (h)(1)(iv)].
22. To employ methods of discipline that does not involve isolation, the use of food as punishment or reward or the

- denial of basic needs. [1304.52 (l)(1)(iv)].
- 23. To discuss and identify with parents appropriate responses to their child's behaviors. [1304.24 (a)(1)(iii)].
- 24. To provide an environment of acceptance that supports and respects gender, culture, language, ethnicity and family composition. [1304.21 (a)(1)(iii)].
- 25. To supervise the outdoor and indoor play areas in such a way that children's safety can be easily monitored and ensured. [1304.52 (g)(5)J].
- 26. To support every child's social and emotional development. [1304.21 (c)(iv)].

C. TMC retains the right to exercise customary managerial functions in accordance with established policy including the right:

- 1. To dismiss, assign, supervise and discipline employees.
- 2. To determine and change starting times, quitting times; and shifts.
- 3. To transfer employees within departments or into other departments and other classifications.
- 4. To determine and change the size of and qualifications of its work force.
- 5. To establish and amend its policies, practices, rules, and regulations.
- 6. To determine and change the place where, and the methods by which, its operations are to be carried out.
- 7. To assign duties to employees in accordance with the needs and requirements and to carry out all ordinary administrative functions of TMC.

III. The following are violations of the standards of conduct.

The provisions of the following is intended to inform staff, agents, vendors, contractual employees, volunteers, Board and Policy Council Members and persons who discharge duties or employment functions for TMC decisions about actions and behaviors that are not acceptable.

TMC does not tolerate unacceptable behavior. The following list of behaviors is unacceptable; however, this is merely a sample list. Any employee found engaging in any unacceptable behavior, while on corporation premises or while on corporation business, will be subject to disciplinary action (whether or not the behavior appears on the following list). Disciplinary action includes, but is not limited to: reprimand, suspension, and dismissal.

A. Personal Conduct

- 1. Threatening acts (physical and/or verbal) toward supervisor, employee, parent, child and anyone else on corporation premises or while on corporation business.
- 2. Failure to comply (insubordination) with the instruction of a supervisor(s).
- 3. Assault and/or battery on supervisor, employee, parent, child and anyone else on corporation premises or while on corporation business.
- 4. Fighting or attempting to provoke a fight (verbally or physically) toward supervisor, employee, parent, child and anyone else on the corporation's premises or while on corporation business.
- 5. Obscene or abusive language (dirty jokes, obscene pictures, caricatures cards, books, magazines and cussing) toward supervisor, employee, parent, child and anyone else, on corporation's premises or while on corporation business.
- 6. Possession of weapons or firearms during working hours and/or after working hours on the corporation premises (including parking lot) by unauthorized personnel
- 7. Drinking alcoholic beverages and/or using illegal drugs during working hours and/or after working hours on the corporation premises or while on corporation business. The employer reserves the right to have the employee drug tested. Failure to do so will result in termination.
- 8. Reporting to work under the influence of alcohol and/or drugs during work hours on corporation premises or while on corporation business. The employer reserves the right to have the employee drug tested. Failure to do so will result in termination.
- 9. Consistent tardiness or unexcused absences.
- 10. Punching another employee's time card or falsifying records.
- 11. Giving false, incomplete or misleading information to obtain day off.
- 12. Leaving work site during working hours without permission from immediate supervisor, except in emergency.
- 13. Inability or unwillingness to work harmoniously with others, including employees parents, volunteers and vendors.
- 14. Disruption of work place as a result of interpersonal relationship or dispute between staff.
- 15. Sexually harassing or other harassment (emotional and/or verbal) of another employee, client, board members and vendors. (See Sexual harassment Policies and Procedures)
- 16. Failure to cooperate/comply with sexual harassment investigation (internally/externally).
- 17. Stealing, damaging or destroying corporation and/or co-worker property.

18. Neglecting corporation property.
19. Accusation of neglect or child abuse and child endangerment of children enrolled in TMC Programs (this includes reports to licensing child protective services and/or to law enforcement agencies) by an employee of the Corporation.
20. Falsifying records/information to obtain employment.
21. Excessive personal telephone calls.
22. Failure to follow policies and procedures.
23. Smoking in the workplace.
24. Formal charge and/or conviction of a criminal felony offense.

B. Program Operations

1. Knowingly enrolling a child whose parents do not qualify for program services or knowingly providing services to clients/families who do not meet the eligibility requirements.
2. Disclosing confidential information contained in records and/or personnel files about children, families, board members, vendors and other staff members without proper authorization.
3. Failure to comply with state minimum standards and/or federal performance standards.
4. Failure to follow the corporation's curriculum methods of teaching and/or disciplining.
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.
6. Verbally or physically threatening a child's family.
7. Employing methods of discipline that involve isolation, the use of food as punishment or reward, the denial of basic needs, corporal punishment, emotional or physical abuse or humiliation.
8. Jeopardizing the health, safety, or welfare of a child, volunteer or TMC employee. includes physical, sexual or emotional abuse.
9. Leaving a child alone or unsupervised while under their care.
10. Failure to report child abuse to appropriate authorities.
11. Failure to report staff, child or family incidents (at the center or outside the center) that jeopardize the child, families or the program to the appropriate supervisor in a timely manner.
12. Individually or acting in participation with others including staff, parents, community persons or others to criticize TMC programs, goals, policies, and/or practices in any way that places TMC in jeopardy other than through established grievance procedures and/or dispute resolution process.
13. Use of clients, participants, aides, employees or volunteers to do personal work or errands with or without pay on company time.
14. Failure to follow the chain of command or the Dispute Resolution process to protest dissatisfaction with the program or with other staff.
15. Representing any TMC program or TMC in any way to the public media, or to other organizations or persons without the approval of the TMC President and Chief Executive Officer.
16. Disrespectfulness toward clients/parents, board members, employees or vendors.
17. Manipulating Program Governance (Board of Directors, Head Start Policy Council, Head Start Policy Committee, Head Start Parent Committee) being manipulated by staff (client abuse/exploitation and any other form of manipulation) for benefit of staff.
18. Unauthorized disclosure of information to clients, public and/or media.

C. Company Property/Records

1. Theft of company's property, supplies, equipment, and/or food.
2. Unauthorized removal of program food, supplies, equipment or property from the premises without authorization from a supervisor.
3. Intentionally falsifying or misrepresenting information or records that benefit the employee personally or financially.
4. Unauthorized removal or theft of the corporation's records or release of confidential information to the public.
5. Unauthorized use of corporation's telephone, including making personal long distance telephone calls on corporation's telephone and cellular phone.

D. Purchasing/Fiscal

1. Implicitly or explicitly soliciting or accepting favors or gifts, in exchange for the provision of service(s) or promise of service(s) or contracts.
2. Deliberately releasing information about one vendor's quotation to another so as to give the latter an advantage in a

- competitive procurement.
3. Making a false statement about authority to enter contracts, etc.
 4. Having a direct or indirect interest in a relationship with an outsider that:
 - a) Is inherently unethical or that might be implied or construed to be, or make possible personal gain due to the employee's ability to influence dealings;
 - b) Renders the employee partial toward the outsider for personal reasons or otherwise inhibits the impartiality of the employee's business judgment;
 - c) Places the employee or the corporation in an equivocal, embarrassing, or ethically questionable position; or
 - d) Reflects adversely on the integrity of the corporation.
 5. Participating in any private business or professional activity that would create a conflict between personal interests and the interests of the corporation.
 6. Moonlighting, consulting, etc. without authorization from the company President/CEO.
 7. Accepting loans from an individual or organization having prospective dealings with TMC unless such individual or organization is in the business of making loans to individuals.
 8. Permitting any influence that could conflict with the best interest of TMC or TMC's reputation.
 9. Unauthorized fund raising for corporation or corporation's programs and service.
 10. Expenditures of petty cash or charge accounts on inappropriate items or for personal use.
 11. Unauthorized use of Purchase Orders, purchasing items for personal use.

E. Health/Safety

1. Disregard of health/safety/sanitation policies and procedures..
2. Failure to report injury/illnesses or accidents or follow accident procedures. (Notifying supervisor and complete written report in a timely manner).
3. Failure to comply with a company investigation of unsafe acts.
4. Failure to report infectious or communicable disease.
5. Failure to notify supervisor of unsafe work area, conditions or equipment.
6. Failure to report knowledge of potential hazards.
7. intentionally falsifying or misrepresenting information to TMC in order to continue receiving Workers Compensation benefits.
8. Falsifying physician receipts and records to receive compensation for health services.
9. Soliciting physician to sign false health report.