

# Code of Conduct for Consumers and Families

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## Our Responsibility

- Minuteman Senior Services employees, volunteers and our partnering care providers have a responsibility to treat our consumers and families with kindness, dignity, and respect.
- Deliver approved professional services within the scope of the program(s).
- Ensure the health, safety, and well-being of the consumers by providing skilled professionals who are trained in their respective roles.
- All members of our professional workforce undergo a background check and have met the right to work requirements.
- Minuteman complies with the Federal Civil Rights Act of 1964 and does not discriminate based on race, religion, sex, gender, or national origin.

## Your Responsibility

- By accepting services from Minuteman Senior Services, you acknowledge responsibility for your behavior and agree to maintain appropriate professional relationships with all members of our workforce. This includes Minuteman Senior Services employees, volunteers, and partnering service providers.
- Your cooperation in creating a respectful and safe environment enables us to deliver the highest quality care and support services to you and all participants in our programs.

## Consumer and Family Behavioral Expectations

| DO                                                                                         | DON'T                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Always treat all workforce members with respect and courtesy.                              | Do not abuse workforce members or allow family members or visitors to engage in abusive behavior.                                                                                                                                                                                     |
| Ensure your family members and visitors treat workforce members with respect.              | Do not allow family members or visitors to engage in abusive behavior of the workforce.                                                                                                                                                                                               |
| Ask questions about what tasks workforce members can and cannot perform within their role. | Do not use derogatory or offensive remarks about race, color, accent, language, national origin, ethnicity, religion, sex, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, or immigration status. |

| DO                                                                                                                    | DON'T                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Accept the workforce member provided based upon role.                                                                 | Do not request a workforce member based on any of the above protected characteristics.               |
| Participate actively in your care by providing clear direction about your needs and preferences.                      | Do not use bad language, swear, yell, or insult workforce members.                                   |
| Refrain from smoking tobacco or any other substance while workforce members are present.                              | Do not engage in verbally threatening behavior or use threatening gestures toward workforce members. |
| Upon request, place pets in another room while workforce members are providing services.                              | Do not physically assault, spit, throw objects, or engage in other violent behaviors                 |
| Be available at scheduled appointment times or notify Minuteman Senior Services in advance if you need to reschedule. | Do not use sexual, vulgar, or inappropriate language or behaviors.                                   |
| Always respect appropriate professional boundaries.                                                                   | Do not engage in inappropriate contact or relationships with workforce members.                      |
| Use the professional work contact information provided.                                                               | Do not ask for personal contact information from workforce members.                                  |
| Address workforce members by their name.                                                                              | Do not address a workforce member by a nickname of your choosing.                                    |

## Zero Tolerance Policy

Minuteman Senior Services has zero tolerance for threatening or abusive behavior of any kind. We reserve the right to determine what constitutes unacceptable behavior. Creating a safe, respectful environment for our workforce is essential to our ability to serve you and all program participants effectively. Any behavior that compromises the safety, dignity, or professional boundaries of our workforce members will be addressed immediately and may result in service termination.

## Code of Conduct Violations and Consequences

If you fail to comply with the behavioral expectations outlined in this Code of Conduct, Minuteman Senior Services will take appropriate action to address the violation up to and including termination of services. If you have concerns or questions about this Code of Conduct, please contact Minuteman Senior Services to discuss them.