CATHOLIC CHARITIES OF THE DIOCESE OF ROCHESTER
POLICY & PROCEDURES

Policy Title	Code of Conduct
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Policy Owner Title	Chief People Officer
Policy Owner Name	Patrick Boyle
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I. POLICY STATEMENT

Catholic Charities of the Diocese of Rochester (CCDR) and all its Agencies are committed to fostering a safe, respectful, and inclusive environment for all individuals we serve, employ, and partner with. This policy outlines the standards of professional and ethical behavior expected of everyone representing our organization. It is designed to support our mission, values, Catholic Social Teachings, and compliance with all applicable laws and regulations.

In addition, we strive to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all workforce members, clients, client/consumers, and other stakeholders. Every workforce member has a shared responsibility toward improving the quality of our work environment.

II. SCOPE

This policy applies to all CCDR workforce members, including employees, volunteers, interns, vendors, partners and any other stakeholders.

III. DEFINITIONS

A. Hybrid Entity: A single legal entity that is a covered entity whose business activities include both covered and non-covered functions and designates its health care components. (see Policy ADM-002, Designation of Hybrid Entity)

B. Workforce: Workforce means employees, volunteers, trainees, and other persons whose conduct, in the performance of work for CCDR or a business associate of CCDR, is under the direct control of CCDR, whether or not they are paid by CCDR or a business associate of CCDR

IV. PROCEDURE

A. Guiding Principles

1. We expect all team members to:

a) Act with integrity — Be honest, transparent, and accountable in all interactions.

b) *Show respect — Treat every individual with dignity and kindness, regardless of role, background, or belief.*

c) *Promote inclusion and belonging — Create an environment in which every individual feels welcomed and valued for who they are.*

d) *Protect confidentiality — Safeguard the privacy and trust of clients, colleagues, and partners.*

e) *Uphold professionalism — Represent our organization positively and responsibly at all times.*

B. Expected Standards of Behavior for All Workforce Members

1. Respectful Workplace
   a) *Demonstrate courtesy and empathy in all communication.*
   b) *Refrain from harassment, discrimination, bullying, or retaliation of any kind.*
   c) *Value varied perspectives.*
   d) *Maintain appropriate boundaries with clients and colleagues.*

2. Integrity and Accountability
   a) *Use organizational resources responsibly and for work-related purposes only.*
   b) *Avoid conflicts of interest or situations that may compromise objectivity.*
   c) *Accurately report hours worked, expenses, and data.*
   d) *Report any unethical, illegal, or unsafe behavior promptly.*

3. Confidentiality and Privacy
   a) *Protect sensitive client, staff, and organizational information.*
   b) *Discuss confidential information only with authorized individuals.*
   c) *Follow HIPAA and data protection laws as applicable.*

4. Professional Conduct
   a) *Uphold high standards of performance, reliability, and ethical judgment.*
   b) *Dress appropriately for your role and setting.*
   c) *Avoid conduct (on or off duty) that could harm the organization's reputation.*
   d) *Use social media responsibly, ensuring posts do not violate confidentiality or organizational values.*

5. Health, Safety, and Wellbeing
   a) *Follow all safety protocols and report hazards immediately.*
   b) *Support a culture that promotes mental and physical wellbeing.*
   c) *Prohibit the use or possession of drugs, alcohol, or weapons in the workplace (except as permitted by law).*

C. Responsibility of Leaders

1. Always model ethical and respectful behavior, per Expected Standards of Behavior
2. Promote open communication and address concerns promptly.
3. Ensure staff understand and adhere to this policy.
4. Create a culture of accountability and support.

D. Reporting and Accountability

1. If you witness or experience conduct inconsistent with this Code, report it through one of the following channels:
   - *a) Your immediate supervisor*
   - *b) Human Resources*
   - *c) The anonymous ethics hotline or reporting email ([insert address])*

2. All reports will be reviewed promptly and confidentially to the extent possible. Retaliation against anyone who reports concerns in good faith is strictly prohibited.

E. Examples of Code of Conduct Issues and Violations

While it is impossible to list every item that could be considered misconduct in the workplace, the following list represents some examples of infractions.

1. Compliance Policies Violation and Legal Issues
   - *a) Failure to disclose all relevant factors which could potentially create a conflict of interest and bring your integrity and professional conduct into question*
   - *b) Failure to report suspected problems, participating in non-compliant behavior, or encouraging, directing, facilitating or permitting non-compliant behavior*
   - *c) Participation or engaging in any dishonesty, fraud, or unethical conduct*
   - *d) Failure to immediately report any suspicious, unethical, or illegal conduct by co-workers, participants/residents, or vendors/service providers*
   - *e) Unauthorized acceptance of items of value (money, gifts, gift cards, loans, etc.) from vendors, participants/consumers or their families*
   - *f) Lending keys or keycards or other Agency property to unauthorized persons*
   - *g) Performing actions which result in complaints from participants/residents, client/consumers, or suppliers which affect the Agency's reputation or business*
   - *h) Unauthorized possession, use, copying or reading of confidential or sensitive information of Agency or employee records or disclosure of information contained in such records to unauthorized persons*
   - *i) Outside employment which interferes with your ability to perform your job*

j) *Conduct having a significant adverse effect upon the operation or reputation of the Agency or is counter-intuitive to the Agency's mission and/or values*

k) *Failure to disclose any arrest, pending arrest or conviction to a supervisor within 24 hours*

l) *Being convicted of a felony while in our employ*

m) *Failure to disclose any motor vehicle infractions to a supervisor within 24 hours, if driving is a requirement of the position currently held.*

n) *Any activity that constitutes abuse and/or neglect of participants/consumers including sexual activity with children (persons under the age of 18) regardless of age of majority or age of consent in the locale where services are provided.*

o) *Failure to assume the full burden for setting and maintaining clear, appropriate, and culturally sensitive boundaries in all participant/consumer relationships*

p) *Requesting sexual favors or other forms of humiliating, degrading or exploitative behavior in exchange of money, employment, goods, or services for sex. This includes the exchange of assistance that is due to beneficiaries.*

q) *Engaging in any sexual intimacies with participants/consumers*

r) *Engaging in sexual intimacies with family members or friends of participants/consumers when there is a risk of exploitation or potential harm to the participant/consumer*

s) *Possessing, using, distributing, selling, or negotiating the sale of drugs or other controlled substances or being under the influence of alcohol, illegal drugs, legal mood altering or vaping substances during working hours on Agency property (including Agency vehicles) or on Agency business time*

t) *Interference with or failure to cooperate in an Agency or regulator investigation*

u) *Possession of potentially hazardous or dangerous property such as firearms (even if you have a concealed carry permit), weapons, chemicals, etc., while working, including during the transportation of clients*

v) *Any act of violence or threat of violence*

w) *Unlawful discrimination or harassment*

x) *Damaging, defacing, misusing, stealing or destroying Agency or participant's/consumer's property*

2. Workforce Policies Violations

a) *Frequent tardiness, absenteeism, or unauthorized absences*

b) *Failure to participate in regular supervisory meetings and/or (for supervisory staff) failure to conduct regular supervisory meetings*

c) *Poor performance or unsatisfactory work quality*

d) *Failure to dress according to Agency policy*

e) *Working unauthorized overtime*

f) *Working off the clock, or requiring a subordinate to work off the clock (without being paid for time worked)*

g) *Failure to consistently complete documentation as assigned and or meet deadlines*

h) *Failure to use one's work time productively and efficiently in accordance with established standards*

i) *Refusal or failure to follow directions or to perform a requested or required job task*

j) *Refusal or failure to follow safety rules and procedures*

k) *Failure to follow call in procedures*

l) *Violation of any of the policies and procedures set forth in this handbook or in the operational handbooks/manuals of your assigned program/department*

m) *Inability to work regularly scheduled shifts or accept work shifts when assigned (per diem/relief staff are expected to work at least one shift per month)*

n) *Failure to attend mandatory training or complete mandatory training by assigned due date.*

o) *Failure to maintain a clean work environment and or report hazardous conditions*

p) *Falsification of any Agency records, including time worked, for yourself or others*

q) *Smoking in non-designated areas*

r) *Providing inaccurate, incomplete, misleading or false information, including in interviews or the preparation of any employment related document including, but not limited to, job applications, personnel files, employment review documents, intra-Agency communication, during investigations, communications with those outside the Agency, or expense records*

s) *Failure to contact a supervisor immediately if you are injured on the job so that we can take the appropriate steps to ensure your health and safety*

t) *Harassment of, or discrimination against, a workforce member, client/consumer, or visitor because of that person's race, religion, color, sex, age, disability, national origin, or any other protected characteristic under New York State and Federal laws.*

u) *Sleeping on the job (unless authorized as part of one's work schedule)*

v) *Conducting any personal business during work hours or using the agency or a client's/individual's phones, computers, vehicles or other resources. Also, unauthorized or excessive use of Agency property or the property of any visitor, client/consumer, or fellow workforce member for personal business (This includes, but is not limited to, vehicles, supplies, telephones, mail, and computers.)*

w) *Failure to maintain a work environment free from physical, psychological, verbal, or written intimidation or harassment*

x) *Unauthorized visits by friends/family at the workplace during work hours*

y) *Bringing pets to work without supervisor's permission*

z) *Use of obscene or otherwise inappropriate language or conduct in the workplace*

aa) Failure to obtain supervisor's permission if the workforce member needs to leave the work area during work hours

F. All workforce members actions must comply with all CCDR and Agency policies, including the policies outlined in CCDR Employee Handbook

G. This policy is not intended to limit workforce member rights under the National Labor Relations Act

H. Failure to comply with this policy will result in disciplinary action, up to and including termination of employment. For further information, reference Progressive Discipline policy. If the offense is deemed illegal or a gross misconduct, the result will be an immediate termination

I. Misconduct in the workplace may result in discipline, up to and including immediate termination of employment. Management reserves the right to modify conduct standards or to establish different or additional conduct standards, as it deems appropriate and necessary at any time.

J. Depending on the nature of an offense, appropriate discussions may be held between the supervisor/director and the staff member to provide the staff member with an opportunity to rectify the situation before it becomes necessary for management to take corrective action. These discussions may be documented and become part of the staff member's record.

Note: Violation of any of the policies and procedures set forth in this employee handbook, the agency-specific section of the employee handbook or in the operational handbooks/manuals of your assigned program/department may result in disciplinary action, up to or including termination of employment.

This policy is not intended to limit the Agency's right to discipline or discharge workforce members for any reason permitted by law. In fact, while we value our workforce members, we retain the right to separate a workforce member's employment on an "at-will" basis.