Outline for a Code of Conduct

- Introduction – purpose of the Code
- Institutional mission and values
- Rules of conduct
    - Employee rights
    - Behavior toward other employees
    - Behavior toward clients
    - Behavior toward the community and the environment
- Sanctions for Code violations
- How to report Code violations and whistleblowing protections
- Updating and providing feedback on the Code

In addition to stating the positive values and behaviors expected of staff (e.g. "respond with patience and professionalism to angry customers"), also outline the behaviors that the institution will not tolerate. These should include, at least the following:

- Using abusive language
- Using physical force
- Limiting physical freedom
- Shouting at the client
- Entering the client's home uninvited
- Publicly humiliating the client
- Violating the client's right to privacy
- Mistreating a client based on any protected categories (e.g. race, gender, religion, ethnicity)
- Using intimidation or threats
- Sexual or moral harassment
- Fraud
- Soliciting or accepting bribes and kickbacks