



## Introduction

In keeping with our mission, Bread for the City (BFC) is committed to carrying out the values of **dignity, service, respect** and **justice** in every aspect of our work. These values not only guide our dedication to our clients, they guide our commitment to responsible, ethical conduct.

This Code of Conduct serves to ensure that all of our work is done in a caring, ethical, and legal manner. It provides an explanation of BFC policies and employee responsibilities. The Code of Conduct also explains federal regulations that apply to our work, as well as the practices we use to ensure that BFC complies fully with these regulations.

The Code of Conduct is mandatory and applies to all BFC employees, contractors, volunteers, and members of the Board of Directors. Signing the Code of Conduct is a condition of working for and/or volunteering for BFC. Failure to follow the provisions of the Code of Conduct may result in termination of employment, contract or volunteer opportunity, and/or legal penalties, when applicable.

As an organization, BFC will take every measure to create an environment of openness, accountability, honesty, and compassion. At the same time, we expect that all employees, contractors, Board members, and volunteers will take full responsibility for their own role in creating this environment. It is essential that every member of the BFC family is committed to carrying out their work with integrity.

In this spirit, if any employee, contractor, Board member, or volunteer has questions about the Code of Conduct or encounters a situation that may violate the Code, that person should immediately consult a BFC supervisor or the BFC Human Resources Manager. If there are any reasons why a report to the BFC supervisor or the BFC HR Manager would present difficulties, BFC has a whistleblower policy that permits reports directly to the Board of Directors. (See [SECTION 11](#) of Personnel Manual). BFC seeks to ensure that all persons feel safe reporting possible Code of Conduct violations. No retribution will be taken against persons who ask questions or report improper conduct.

## **Conduct**

### ***Confidentiality***

As part of our work, BFC collects sensitive information about our clients, donors, and employees. BFC is committed to ensuring the protection and confidentiality of this information. Improperly disclosing this information violates our ethical and legal obligations and will result in consequences up to and including termination of employment. Improper disclosure of confidential information could also subject the offender to civil or criminal liability.

Client and donor information will never be used for any purpose other than fulfilling job responsibilities. This information will never be disclosed without the express permission of the client/donor. All employee information, such as personnel files, phone numbers, and addresses is also confidential information and should be treated as such.

Certain extreme circumstances may warrant an exception to the rule of nondisclosure. In these cases, employees must follow the ethical standards of their particular discipline (i.e. Legal, Medical, Social Services), if applicable. Given the complexity of these issues, any employee faced with this circumstance should first consult their supervisor and/or the director of their program area prior to disclosing any information.

Every BFC employee, contractor, volunteer, and Board member is responsible for taking measures to protect client information and donor information. Client information will not be discussed in public areas. Hard copies of client and donor information - including files, correspondence, reports, etc. - must be stored in secure locations and never left out in public areas. When leaving phone messages for clients, messages should not contain any specific client information or the name of our organization, unless the client expressly agrees to this. If a client requests that no phone contact be made, all contact will be in writing or in person.

All electronic client information and donor information must be stored in BFC's secure network or databases. Employees are responsible for reading and abiding by the BFC Technology Policy regarding electronic information.

### ***Conflicts of Interest***

All BFC employees and Board members should conduct their work with fairness and integrity. BFC employees and Board members are required to make fair, objective decisions that serve the best interest of BFC. At no time should a BFC employee or Board member's decisions be influenced by personal gain.

*A conflict of interest arises when a person's personal interests may influence their professional judgment.* If an employee or Board member, or an immediate family

Bread for the City Code of Conduct (last rev. 11/13/14)

member of an employee/Board member, might receive a personal gain from the outcome of such a decision, that employee or Board member cannot be objective. BFC employees and Board members should avoid all activities that might conflict with their responsibilities at BFC.

### *BFC Employees*

BFC employees must not participate in any activities that could conflict with their responsibilities at BFC. If employees have questions about whether an activity would be perceived to conflict with their responsibilities, they should consult a BFC supervisor or the HR Manager immediately.

### *BFC Board of Directors*

The Board of Directors routinely makes decisions about the use of BFC resources. Before beginning their term on the Board, all Board members must sign a Conflict of Interest statement disclosing all personal and professional affiliations that might influence their objectivity.

The Board of Directors also makes decisions regarding BFC operations, such as budget approval and staffing plans. Because of their personal investment, BFC employees and immediate family members of employees cannot be objective in these decisions. No BFC employee or immediate family member of a BFC employee may serve on the Board of Directors. The Chief Executive Officer (CEO) may only serve on the Board of Directors as an ex-officio (non-voting) member.

### ***Harassment and Workplace Violence***

BFC is committed to creating and maintaining a safe environment where all clients, employees, and volunteers will not experience any form of harassment or violence. Employees, volunteer, and Board members found to have engaged in harassment or violence may be subject to discipline up to and including immediate termination and/or legal consequences.

BFC does not tolerate harassment by anyone based on an individual's diverse characteristics or background. We prohibit all degrading or humiliating comments, jokes, and slurs. Likewise, BFC prohibits any form of sexual harassment. This includes unwelcome sexual advances, online harassment, requests for sexual favors in conjunction with employment decisions, and any verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment. Harassment also includes workplace violence. This includes robbery, assault, stalking, intimidation, and threats of violence toward any BFC clients, employees, contractors or volunteers. For more information about what constitutes discriminatory harassment or sexual harassment, please see Section 9 of the Personnel Manual.

Any BFC employee, contractor, volunteer, or Board member who experiences or witnesses a possible incident of harassment or violence should immediately report it to their supervisor or the HR Manager. BFC will take every measure to ensure the safety and anonymity of those who report these incidents.

### ***Referrals***

BFC employees often work with peer organizations or medical institutions to collaborate on client care. For instance, BFC medical staff often make referrals and receive referrals from other health care centers. As in all of our work, making and receiving referrals should only be done with the client's best interest in mind.

BFC will never pay for referrals or accept payments for referrals we make. We abide by federal regulations such as the Anti-Kickback Statute and the Stark Law that prevent personal interests or financial incentives from corrupting the referral process. Medical staff should consult the Medical Referral Policy for more extensive information on medical referrals.

### ***Substance Use***

BFC is committed to ensuring a safe environment free from the use of controlled substances and alcohol abuse. We will not tolerate the illegal use, possession, or distribution of any controlled substance or the abuse of alcohol by any BFC employee or volunteer while they are in the BFC building, using a BFC vehicle, or representing BFC off-site. Reporting for work, or continuing to work, under the influence of a controlled substance or alcohol is also prohibited. Violations of this policy may result in discipline up to and including immediate termination.

### ***Use of Resources***

BFC is committed to maximizing the resources that directly benefit our client services. To accomplish this, every BFC employee and Board member must make sure that BFC resources are used responsibly.

BFC resources are never to be used for personal financial gain. All purchases and reimbursements made with BFC resources must be for the benefit of BFC and must be documented using a supervisor-approved Expense Voucher. Material resources purchased with BFC resources, such as office supplies, must be used responsibly.

*Donations:* All charitable donations must directly benefit BFC. No employee, Board member or volunteer should accept a check made out to them individually. Additionally, no Board member, employee, or volunteer should take advantage of material donations to BFC, including items in the clothing room or food pantry.

## Acknowledgment of Code of Conduct

By signing this Code of Conduct, I, \_\_\_\_\_, agree that:

- I have read the full Code of Conduct and understand that it represents mandatory policies of the organization;
- I will abide by the specific provisions in the Code of Conduct;
- I will promote the spirit of the Code of Conduct by acting with integrity, compassion, and fairness;
- I will seek clarification of the Code of Conduct when needed, and I will immediately report any possible violations to either my supervisor or the HR Manager.
- I understand that failure to follow the provisions of this Code of Conduct may result in termination of employment from Bread for the City and/or broader legal penalties.

<b>Signature:</b>  	<b>Printed Name:</b>  	<b>Date:</b>  
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