



## Code of Conduct Agreement

The staff of the UpValley Family Centers strives to provide high-quality services to the community. In collaborative work with our clients, we seek to create a relationship of trust, respect, and dignity. When providing services or receiving services, staff, volunteers and clients agree to the following Code of Conduct:

- 1) Treat each other with respect and dignity.
  - a. Be patient. Use respectful language and tone of voice.
  - b. Expect communication during business hours only.
  - c. Physically respect each other's space.
- 2) Be prepared for the appointment with all documents and intake forms.
- 3) Be on time for scheduled appointments.
- 4) If a client or staff member is late to their appointment by **15 minutes or later**, understand that the appointment may need to be rescheduled.
- 5) If appointments need to be cancelled or rescheduled, the client or staff will make an effort to communicate with each other before the appointment time.
- 6) Do not come to appointments intoxicated or under the influence of substances.
- 7) Honor confidentiality of the situation and follow-up actions.

If this code of conduct cannot be met, the UpValley Family Centers reserves the right to deny further assistance.