



Title: Employee Handbook	Page: 1 of 1
Section: 2.4.0 Client Relations	Date: January 31, 2017
Policy: 2.4.1 Conduct	Replaces: May 9, 2014

- 2.4.1.1 While working or while driving in a company identifiable vehicle or at any time while in company identifiable clothing, the employee is expected to maintain a professional image at all times.
- 2.4.1.2 The employee is expected to adhere to the Code of Ethics associated with the employee’s designation or as a minimum, the Code of Ethics as prescribed by the Company.
- 2.4.1.3 The employee shall maintain a professional relationship with the client at all times. Any deviation from a professional relationship is to be reported to the Company Manager or Supervisor.
- 2.4.1.4 The employee is to report to the Company Manager or Supervisor any verbal, physical or any other type of abuse originating from the client or their relations and directed toward the employee.
- 2.4.1.5 The employee is to report to the Company Manager or Supervisor any signs, indications or first hand knowledge of any verbal, physical or any other type of abuse or neglect directed toward the client.
- 2.4.1.6 The employee is not to discuss with the client or their relations information of any kind regarding the Company, Company Managers, Company Supervisors or Company employees that is not directly related to the care of the client.
- 2.4.1.7 Smoking is not permitted in the client’s house or on their immediate premises.
- 2.4.1.8 The employee is not to contact the client outside of company business.
- 2.4.1.9 The employee is not to infringe its personal values, cultures or religious beliefs onto the client at any time.
- 2.4.1.10 The employee is not to curse in front of the client or engage in an inappropriate name calling conversation, because a client or a family member in the home initiated the activity.

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel
Reviewed by Executive Board and approved by the Board 1/31/17
Reviewed by Compliance Officer and approved 1/25/17
All previous versions are obsolete