



POLICY AND PROCEDURES
CODE OF CONDUCT

POLICY NUMBER: HRD-158
POLICY DATE: 5/9/2024

APPROVED BY: 
SUPERSEDES: Policy 102 (11/01/2016)



Policy

This policy outlines the standards of behavior expected from all regular and casual employees and volunteers of IRCO and serves as a guide to promote professionalism, diversity, equity, and integrity in all our interactions and activities.

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HRD-158.1. DEFINITIONS

N/A

HRD-158.2. FORMS

- IRCO Complaint & Grievance Form

HRD-158.3. POLICY

To further our mission and vision, and guided by our values, IRCO’s Code of Conduct defines the behaviors expected of IRCO employees and volunteers, and outlines what is and is not considered good practice to further the interests of

IRCO, our clients, employees and volunteers. The examples listed below illustrate expected behavior and are not intended to be an all-inclusive listing.

Our Code of Conduct applies to all IRCO employees (casual and regular) regardless of position, and to all IRCO volunteers, regardless of assignment. Any breach of the Code of Conduct may lead to disciplinary action up to and including termination of employment, or termination of volunteer assignment.

HRD-158.3.1 We Honor our Code and Each Other

1. We Respect All

- We treat all IRCO employees, clients, volunteers, funders and visitors in a courteous and professional manner, regardless of who they are or how they identify;
- We refrain from behavior or conduct deemed offensive or undesirable, or which is contrary to IRCO's best interests;
- We never engage in disrespectful or insubordinate behavior;
- We never commit any act that is considered discriminatory, abusive, harassment or sexual harassment and never make inappropriate physical contact with IRCO employees, volunteers, clients or visitors;
- We avoid the use of profanity, abusive language, horseplay, pranks or practical jokes;
- We wear appropriate attire and maintain a professional personal appearance at work.

2. We are Accountable

- We follow management's instructions concerning job-related matters;
- We perform assigned tasks efficiently and in accordance with established quality standards;
- We report to work punctually as scheduled, and at the required workstation ready for work, at the assigned starting time, and we give proper advance notice whenever unable to work a full, or partial day, or report on time;
- We avoid being excessively absent or tardy, as defined by IRCO's management and we do not sleep on the job;
- We never engage in personal work during work time, or use agency facilities unsupervised or after hours without authorization;
- We inform our clients and our staff of our mechanism to provide feedback and complaints through our HR team;

- We take client, volunteer, and employee feedback seriously, investigate allegations, and carefully consider best course of action to resolve issues raised;
- We inform HR immediately of any allegations, charges or convictions brought against us by local or federal authorities (including but not limited to the Internal Revenue Services) and any professional censure or sanctions;
- We participate in all required trainings, and we work with our supervisors to identify and participate in optional trainings that support and enhance our jobs;
- We never attempt to use leave or the grievance procedure to avoid disciplinary action.

3. We are Responsible to Speak Up

- We are required to report to HR any suspicious, unethical, or illegal conduct by IRCO employees, clients, volunteers or suppliers, according to the procedure described below;
- We are required to immediately report to authorities any suspected abuse of children, elderly, or other vulnerable adults, whether at IRCO or in our personal lives, in line with Oregon’s Mandatory Reporter laws (*except Survivor Services employees exempted by VAWA laws*);
- We are required to report to HR any suspected sexual assault or abuse of clients or other community members by an IRCO employee, volunteer, or vendor, or any other colleague agency.

Is this something I should report?

If you respond “yes” or “maybe” to any of the following, you should Speak Up:

- Could this conduct be viewed as dishonest, unethical or unlawful?
- Could this conduct hurt IRCO?
- Could this conduct hurt other people, such as other employees, clients or community members?

4. We Do Not Retaliate

- We prohibit intimidation and/or retaliation against anyone who speaks up about conduct that the individual believes in good faith constitutes a violation of law, funder rules, this Code of Conduct, or any other IRCO policy.
 - i. Reports of intimidation, retaliation or attempted retaliation may be made to IRCO’s Director of Human Resources.

- ii. Any employee who submits a report they know to be false will have violated this Code of Conduct and may be subject to disciplinary action.

5. We Face Consequences if We Violate the Code

- We commit to not violating IRCO's Code of Conduct and other policies and understand that violations of this Code of Conduct or any other IRCO policy may result in disciplinary action, up to and including termination of employment.

HRD-158.3.2 We Act Ethically

1. We Serve with Integrity

- We serve clients without discrimination;
- We carefully explain clients' rights and responsibilities when enrolling them in our services;
- We are good stewards of the resources entrusted to us by funders and donors.

2. We Comply with Laws, Rules, Policies and Procedures

- From IRCO's Board of Directors and executive leadership to our direct service staff and volunteers, everyone is responsible for legal and policy compliance;
- We comply with all applicable Federal, State, and local laws, rules and regulations;
- We follow IRCO's Policies and Procedures and comply with all IRCO rules, including site-specific rules;
- We adhere to deadlines for submission of required receipts, reports, timesheets, or other important information.

3. We Avoid Conflicts of Interest

- We perform our duties for IRCO in good faith and act with loyalty to IRCO;
- We avoid situations that may place us in a conflict of interest and immediately disclose to HR any perceived, potential, or actual conflicts of interest, including but not limited to situations where:
 - i. An employee or their family member sells goods or services to, or purchases services from, IRCO

- ii. An employee engages in another job that directly or indirectly competes with IRCO
- iii. An employee accepts gifts, entertainment or other favors where such acceptance might create the appearance of influence on the person
- iv. An employee engages in, directly, or indirectly, either on or off the job, in any conduct which is disloyal, disruptive, competitive, or damaging to IRCO
- v. An employee has, or tries to pursue, a romantic or sexual relationship with a subordinate or supervisor
- vi. An employee supervises, inspects, appoints, tests, or addresses grievances of their family members
- vii. An employee or volunteer provides services to their family members; or an employee's direct reports provide services to the supervisor's family members (*except as may be authorized by policy for smaller communities outside the Portland metropolitan area*)
- We acknowledge that having a conflict of interest is not necessarily a violation of our Code of Conduct, but failing to disclose it is. We disclose conflicts immediately and adhere fully to our Code of Conduct Policy.

4. We Exercise Good Judgement When Giving or Accepting Gifts or Entertainment

- We never solicit or personally accept money or gratuities from clients, volunteers, vendors, or other community members;
- We never solicit gifts from IRCO employees, and we never give gifts to IRCO supervisors and employees as a way of obtaining favors or approvals;
- We never give or accept gifts with a value greater than de minimus value;¹
- We only accept or provide business meals from/to partners when there is no actual or perceived conflict of interest.

5. We Do Not Engage in Corrupt Practices

- We do not provide anyone with payments or anything of value, including services or access to resources, for the purpose of exerting influence or securing an advantage;
- We do not receive or give any form of bribe or corrupt or improper payment;

¹ de minimus value is \$75 in 2024.

- We never engage in theft or embezzlement of any funds, cash or donations related to the organization or the property of employees, volunteers, or clients.

6. We Keep Honest, Accurate Records

- We maintain truthful records;
- We never falsify any IRCO records or reports, including but not limited to an application for employment, a medical report, a sign-in sheet, a timesheet, a mileage reimbursement, an expense report, a payment voucher, an invoice, a shipping and receiving record, or any other document completed for an IRCO employee, volunteer, client, or vendor;
- We document any alterations we have made to correct an IRCO record or report, by ensuring the initial information remains visible, the correction is legible, initialed, dated, and explained in the margin or in an attached document. Any alteration for the purpose of misleading, falsifying, or covering up an issue is prohibited.

7. We Engage Appropriately in Community Affairs

- We advocate for our communities' needs and never engage in unauthorized lobbying activities;
- We represent IRCO in community events and speak publicly on behalf of IRCO only with prior authorization, speaking only about programming or issues we know well, and being careful to not misrepresent IRCO;
- We elevate external requests for support or endorsements to executive leadership through established processes;
- We respect that IRCO speaks with one voice and adhere to IRCO's talking points even if we personally disagree with them.

HRD-158.3.3 We Protect Our Assets and Information

1. We Use IRCO Assets Responsibly

- We protect all IRCO equipment and assets assigned to us from loss, damage, theft, or other misuse. We understand we may not use them for personal use, cannot have an expectation of privacy when using them, and must adhere to all IRCO policies and local laws with regards to the use of equipment and IRCO assets;
- We safeguard our passwords and pay close attention to cybersecurity threats when conducting our work;

- We participate in Computer Use and Safety training and comply with our computer and phone use policies and procedures;
- We use social media responsibly, only for the purpose of representing IRCO with prior authorization. We do not post any information that can give insights on clients and programs without their consent.

2. We Handle Information Carefully

- We maintain confidentiality of all our client records (both hardcopies and digital), only disclosing personal information with prior consent for the purposes of providing services, or referring clients to other services;
- We only share client information with third parties with express written permission from the client through a Release of Information;
- We secure signed consent prior to using photographs or videos of clients or community members;
- We secure all our client physical and digital records, and we use appropriate safety protocols when transmitting their records and personally identifiable information;
- We secure all our personnel, volunteer, and financial records.

3. We Do Not Misuse IRCO's Information

- We only contact IRCO funders, donors, elected representatives, the media, or other external stakeholders when this is part of our job description, and with prior consultation with supervisor on potentially sensitive matters;
- We never disclose IRCO's confidential information, including but not limited to client information, program information, personnel information, volunteer information, or other fiscal information;
- We do not violate IRCO's policies on solicitation, distribution, and postings.

<h3>HRD-158.3.4 We Create a Safe and Pleasant Workplace</h3>

1. We Maintain a Safe and Secure Workplace

- We never threaten or intimidate anyone, physically or psychologically, associated with IRCO, including but not limited to supervisors, Board Members, employees, volunteers, clients, funders, or visitors;
- We never bring firearms or other weapons such as mace, pepper spray, knives on IRCO property or to IRCO events;
- We never engage in any act of violence or hate toward oneself, a fellow employee, and/or clients;

- We never engage in theft, destruction, defacement, or misuse of IRCO property, of another employee's or client's property, or of a partner or leased property;
- We always maintain situational awareness to prevent unsafe conditions affecting oneself, clients and colleagues, when on IRCO business;
- We wear clothing appropriate for the work being performed and we wear, and use, assigned safety equipment;
- We abide by safety rules and security policies.

2. We Maintain an Environment Free of Addictive Substances and Behavior

- We do not smoke when and where prohibited by IRCO rules or local ordinances;
- We refrain from reporting to work intoxicated or under the influence of alcohol, illegal drugs, or non-prescribed drugs or substances;
- We do not engage in illegally manufacturing, possessing, using, selling, distributing or transporting drugs;
- We never bring or use alcoholic beverages on agency property; and we never use alcoholic beverages while performing agency business either on or off agency premises, unless authorized;
- We never provide alcohol to anyone not legally authorized to drink;
- We never gamble on IRCO premises, during business hours, or by using IRCO technology.

3. We contribute to clean, green, and orderly offices and IRCO sites

- We maintain a clean and orderly workstation and broader work area;
- We return furniture, supplies and equipment to their original place or to their storage spaces after use;
- We return our meeting rooms, kitchens and breakrooms to a tidy and clean condition after use in accordance with the site's protocol;
- We contribute to IRCO's efforts to green our business operations by recycling appropriately, using reusable dishes when feasible, and ordering and using only what we need.

4. We adhere to the following six Core Principles Relating to Sexual Exploitation and Sexual Abuse

- 1) Sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal.
- 2) Sexual activity with children (persons under the age of 18) is prohibited regardless of the legal age of majority or age of consent. Mistaken belief in the age of a child is not a defense.
- 3) Exchange of money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, is prohibited. This includes any exchange of assistance that is due to clients.
- 4) Sexual relationships between IRCO staff and their clients, and sexual relationships between an IRCO supervisor and their team members' clients are prohibited since they are based on inherently unequal power dynamics.
- 5) Where an IRCO staff member develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether within IRCO or not, they must report such concerns via established reporting mechanisms.
- 6) IRCO staff are obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse. Managers at all levels have a particular responsibility to support and develop systems that maintain this environment.

HRD-158.4. PROCEDURES

PGM-158.4.1. Procedures for disseminating policy

All staff and volunteers will receive and sign the code of conduct upon hire, with an annual refresher. To make sure everyone understands the code of conduct, on-demand video explanation of the code of conduct will also be provided.

This policy is reviewed at least annually, and any updates are communicated to all employees and volunteers in a timely manner.

PGM-158.4.2. Procedures for reporting suspected violations, concerns, retaliation or intimidation

Any employee or volunteer aware of, or suspecting, a Code of Conduct violation should report that information immediately to the Human Resources team using the IRCO Complaint & Grievance Form. Reports are anonymous but the person

submitting the report may choose to identify themselves.

IRCO prohibits retaliation against any employee or volunteer for filing a complaint regarding conduct in violation of this policy. Any employee or volunteer needing to report retaliation should use the IRCO Complaint & Grievance Form. IRCO will not tolerate retaliation against anyone for raising a good faith concern, for providing information related to a concern, or for otherwise cooperating in an investigation of a reported violation of this policy. Any employee who retaliates against anyone involved in an investigation is subject to disciplinary action, up to and including dismissal.

Upon receipt of a report, the Human Resources team will conduct a confidential investigation into the allegations.

HRD-158.5. RELATED POLICIES

- DEV-156 Public Relations
- GOV-142 Board of Directors Conflict of Interest
- HRD-101 Discrimination and Harassment Free Workplace
- HRD-107 Solicitation, Distribution and Posting
- HRD-121 Examples of Discipline
- HRD-130 Abuse Reporting & Investigations
- HRD-132 Whistleblower
- HRD-148 Dress Code
- HRD-149 Conflict of Interest
- HRD-151 Outside Employment
- HRD-155 Absenteeism and Tardiness
- HRD-162 Confidentiality
- DEI-154 Equity, Diversity and Inclusion
- PGM-123 Nondiscrimination of Services
- PGM-125 Client/Public Inquiries and Complaints
- PGM-192 Client Definition
- PGM-198 Protecting Clients and Other Community Members from Sexual Exploitation and Abuse
- OPS-104 Personal Property
- OPS-106 Maintenance of Work Area
- ITI-133 Computer Use Policy and User Agreement

- ITI-137 Communications Equipment
- FIS-173 Policies and Procedures Fiscal and Accounting Internal Controls

HRD-158.6. RELATED LEGISLATION

- Reporting And Investigation of Child Abuse (ORS 419.B005-419B.045)
- Abuse Reporting for Adults with Mental Illness or Developmental Disabilities (ORS 430.735-430.765)
- Violence Against Women Act (VAWA) of 1994, as amended and reauthorized

HRD-158.7. REVISION HISTORY

Section(s) Changed/Description of changes	Revised by (Name)	Approved By	Date of Revision
Updated entire policy	Tammy Stotik	Lee Cha	5/9/2024