PROGRAM PERFORMANCE STANDARDS OF CONDUCT

RWCFS employees are expected to act with the highest level of professionalism and integrity when interacting with our clients and families.

- Act always in the best interest of the children, their families and the program;
- Act and communicate ethically, with integrity and in full compliance with the RWCFS standards of conduct and with all applicable laws, regulations, policies and procedures.
- Constantly protect and safeguard the children in our care. Immediately report any instance of actual or potential endangerment or neglect of a child to an RWCFS supervisor.

Above all, employees shall not intentionally harm children. Employees, consultants, contractors and volunteers shall not maltreat or endanger the health or safety of any child under our care.

The following actions are strictly prohibited:

- Use of corporal punishment
- Use of isolation to discipline a child
- Binding or tying a child to restrict movement or taping a child's mouth
- Using or withholding of food as punishment or reward
- Using toilet learning/training methods to punish, demean, or humiliate a child
- Using any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting of a child
- Physically abusing a child
- Using any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family
- Using physical activity or outdoor time as a punishment or reward
- Exploiting children in any way

Employees, consultants, contractors and volunteers must respect and promote the unique identity of each child and family and may not stereotype on any basis, including, gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition.

Employees, consultants, contractors and volunteers must comply with program confidentiality policies concerning personally identifiable information about children, families, and other employees in accordance with Subpart C of ***Program Performance Standards*** and applicable with federal, state, local and tribal laws.

Employees, consultants, contractors and volunteers are prohibited from allowing any child to be left alone or unsupervised or to otherwise neglect a child when the child is in their care.

Any reported or known violation of these standards will be investigated. Violations that are confirmed or otherwise substantiated by the program's supervision team will receive a zero-

tolerance response and will result in corrective action, up to and including immediate termination of employment.

EMPLOYEE CONDUCT STANDARDS

Employees are required to conduct themselves in a professional manner at all times, demonstrating a positive attitude, respect for children and families, volunteers, collaborating partners, community members, co-workers, supervisors and their property. Allegations of violations of governance requirements or RWCFS's policies will be reviewed according to established protocol.

The following list is provided in addition to those rules, standards and expectations set forth in policies contained throughout this handbook. No written list can be all-inclusive or serve as a substitute for good judgment. While performing any work, whether on or off RWCFS, employees may not:

- Harass, discriminate or abuse any other individual
- Use profane, abusive or offensive language
- Display a poor attitude, insubordination or disrespect for or towards another
- Intentionally or negligently damage program property or the property of another
- Interfere with business operations or the work of another
- Disregard the safety, health or well-being of themselves or others
- Steal, embezzle, misappropriate program property or the property of another
- Commit any criminal offense
- Violate any RWCFS policy

RWCFS retains the discretion to impose the corrective action deemed appropriate under the circumstances, based on the nature of the violation and the best interests of RWCFS and all individuals affected by our operations.