**Arbor Housing and Development Standards of Conduct**

The Standards of Conduct, previously referred to as the Code of Conduct, has been developed for the purpose of adopting and maintaining trust and confidence in the professionalism of all employees, as well as articulating agency commitment to fostering a culture of integrity, compliance, and ethics throughout all program offerings.

All employees, interns, Board Members, and applicable vendors, also referred to as affected individuals, are expected to adhere to the Standards of Conduct and refer to it as a guiding principle when interacting with each other, clients, tenants, property owners, residents, and external partners.

As employees of Arbor Housing and Development, we believe in the inherent dignity of all individuals and recognize the importance of acknowledging the impact of trauma on self, others, and the community. At the core of our policies lies a commitment to provide clarity and direction in program delivery, and to create an inclusive and supportive space for all people providing and receiving services, while meeting the requirements and regulations for all state and federal regulatory agencies that provide oversight to the programs we offer.

* I understand that I must remain flexible, creative, and committed to discharging the duties of my key job functions.
* I will realize the importance of supporting everyone’s preferences, consistent with AH&D’s policy, provided that such preferences are lawful.
* I acknowledge each person should have the opportunity to direct their own life, to live within communities of their choosing, and be free from abuse, neglect, and unsafe conditions.
* I will assist individuals participating in AH&D programs, to pursue opportunities and resources available to all community members, whenever possible within AH&D policy.
* I will embrace diversity, honor choices, and demonstrate inclusion.
* I will inform each individual of their rights and responsibilities within AH&D policy and procedures.
* I will advocate for informed decision making and an understanding of an individual’s options as defined by AH&D program policy, and procedures.
* I will protect confidential information from unauthorized use or disclosure, except as required for legitimate business purposes and/or permitted by law or regulation of an individual’s privacy and confidentiality.
* I will not discriminate against individuals participating in AH&D programs and/or colleagues based on race, religion, national origin, sex, age, sexual orientation, gender identity, gender expression, transgender status, economic condition, disability, or any other protected category under applicable federal, state or local laws.
* I will seek to enhance my competency through continued education and/or training opportunities and seek direction and guidance from my director, supervisor, or executive team when I am unsure of appropriate action.
* I will participate in good faith with the Medicaid Compliance Program if applicable to my job duties, including reporting potential compliance issues to appropriate personnel, participating in investigations of potential compliance issues, and reporting potential fraud, waste, and abuse to the appropriate entities.