

**Dogs for Diabetics, Inc.**

**The following extract from Dogs for Diabetics, Inc. (D4D) Policy and Procedures Manual is provided for your information.**

**Code of Conduct**

**Section 125**

D4D has been established to fulfill a mission that aids and uplifts the community through the training and development of dogs to assist persons with a potentially life threatening disease. In performing these tasks, D4D is committed to operate with high ethical standards, comply with laws and regulations and avoid any real or perceived conflicts of interest. Additionally, D4D will also work to provide safeguards to its staff, volunteers and dogs, to assure a safe, productive and positive experience in its training activities and other associations. Of special importance, D4D is committed to provide a safe and uplifting environment to all youth associated with the organization, either as placement candidates, volunteers or family members of foster care or volunteers. The following principles have been listed to provide guidance to all staff, volunteers and program participants:

**General Standards**

1. D4D will consider applicants for its medical alert dogs regardless of race, sex, religion, national origin or any other categories protected by law.
2. D4D expects all persons to conduct themselves in a professional manner and to treat others with respect, fairness and dignity. D4D will not tolerate harassment or discrimination in behavior, comments, e-mail or other messaging that contributes to an intimidating or offensive environment.
3. D4D aims to provide a safe experience to all, avoiding injury and illness due to factors within its control. Staff and volunteers should be aware of any situations that may be harmful to others, and work to resolve any situations that meet these objectives.
4. D4D will provide an environment free of Alcohol and Illegal Drugs. We expect staff and volunteers to avoid using or being under the influence of alcohol, and to not use, possess, sell, provide or be under the influence of illegal drugs, while working in any capacity at D4D activities. An exception is allowed for the consumption of alcohol during non-business D4D social events.
5. D4D will protect and safeguard in prudent fashion, the assets and resources donated for its use. This will include its dogs, cash, equipment and any other items provided for its use in fulfilling its mission. Each of these resources will be managed with prudent controls and oversight.
6. D4D staff and personnel will interact with donors, sponsors and other program suppliers in a fashion that avoids the appearance or intent of any unethical or compromising practice in their communications, actions or relationship.
7. D4D staff will avoid actions that create the appearance or actual conflict of personal and organizational interests.
8. D4D staff will demonstrate loyalty to the organization by following the lawful instructions of management, using reasonable care and granted authority.
9. D4D staff and volunteers will handle confidential and proprietary information with due care and consideration of ethical and legal requirements.

**Standards for working with Youth (below the age of 18)**

1. Any staff, volunteer, parent or other person with a history of any behavior that would indicate any potential inappropriateness for interaction with youth may not interact directly with youth in an instructional, advisory or supervisory capacity.
2. All youth must be supervised by a qualified adult.
3. Youth will not supervise other youth, without a qualified adult present.

4. Youth should not be worked with in private settings with a single D4D adult staff member or volunteer. A parent, guardian or other adult should be present with the D4D staff member or volunteer and the youth.
5. D4D will not permit or tolerate any inappropriate behavior towards any youth volunteer, placement candidate or family member, including:
  - a. Any type of sexual activity
  - b. Abusive, harassing, intimidating, offensive or coercive language or behavior
  - c. Or the advocacy of any of the above.
6. D4D will consider the presence of very young children or infants, incapable youth handlers and non-family children in the home, in foster care, day care or permanent placement decisions.
7. D4D dogs may not reside within a home containing a person that D4D staff determines presents a danger to the dog, or may be endangered by the presence of a dog.

**Standards of Dress and Demeanor**

1. Dress should be appropriate to the activity being performed. Training of dogs and volunteers will generally provide for casual dress, including jeans, shorts and T-shirts. Halter tops, or provocative clothing of any type are not appropriate.
2. Appearances to groups in order to promote D4D and demonstrate the skills of its dogs, should generally incorporate business casual dress. D4D logo'd shirts are appropriate for both training and public appearances.
3. All inter-personal actions and communications, including language used in training and public appearance should be appropriate to the circumstances and reflect positively on D4D, its staff and volunteers.

**Policy for Reporting of Adverse Incidents or Complaints**

**The following policy is in place regarding the reporting of any adverse incidents or complaints:**

1. Any adverse incidents or complaints, involving staff, volunteers, placement candidates, graduates or other members of the public will be reviewed by a committee of D4D senior management for evaluation and resolution.
2. The incident or complaint should be reported in writing to the Executive Director. If the complaint involves the Executive Director, the complaint may be reported to another officer of the corporation, such as the President, Vice President, Treasurer or Chairman of the Board of Directors.
3. A record of each incident or complaint will be maintained and summaries provided to the Board of Directors on a periodic basis.

**Acknowledgement:**

I have read the Code of Conduct and the Policy for the Reporting of Adverse Incidents or Complaints and agree to abide by the standards that have been established.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name