

Sample Consumer Code of Conduct

The Code of Conduct for Consumer Participants outlines specific expectations of consumers.

Abuse or Mistreatment

Our organization's top priority is keeping consumer safe. Any form of abuse or mistreatment of consumer, children, employees, and volunteers is prohibited. Consumer shall not abuse or mistreat employees, volunteers, or other consumer in any way. Use of abusive language, obscene or profane language, including racial, religious or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated.

Consumer shall not engage in the verbal or emotional abuse or mistreatment of other consumer, employees, or volunteers.

<i>Appropriate Verbal Interactions for Adolescent and Teenage Consumer</i>	<i>Inappropriate Verbal Interactions for Adolescent and Teenage Consumer</i>
<ul style="list-style-type: none">• Appropriate jokes• Encouragement• Praise	<ul style="list-style-type: none">• Name-calling• Bullying• Ridicule or Humiliation• Discussing sexual encounters• Cursing• Hazing• Off-color or sexual jokes• Shaming• Belittling• Derogatory remarks• Harsh language that may frighten, threaten, or humiliate other consumer• Derogatory remarks about another consumer or his/her family• Inappropriate games like <i>Truth or Dare</i> and <i>Never Have I Ever</i>

Consumer shall not engage in the physical abuse or mistreatment of other consumer, employees, or volunteers.

<i>Appropriate Physical Interactions for Adolescent and Teenage Consumer</i>	<i>Inappropriate Physical Interactions for Adolescent and Teenage Consumer</i>
<ul style="list-style-type: none"> ▪ Side hugs ▪ Shoulder-to-shoulder or “temple” hugs ▪ Pats on the shoulder or back ▪ Handshakes ▪ High-fives and hand slapping ▪ Verbal praise ▪ Pats on the head when culturally appropriate ▪ Touching hands, shoulders, and arms ▪ Arms around shoulders 	<ul style="list-style-type: none"> ● Full-frontal hugs ● Kisses ● Showing affection in isolated areas ● Lap sitting ● Wrestling ● Piggyback rides ● Tickling ● Exposing oneself ● Any type of massage given by or to a consumer ● Any form of affection that is unwanted by the consumer or the employee or volunteer ● Compliments relating to physique or body development ● Touching bottom, chest, or genital areas ● Hitting ● Spanking ● Shaking ● Slapping ● Unnecessary restraints ● Viewing or showing others pornographic materials

Personal Relationships

Appropriate personal relationships between consumers are encouraged. However, our organization strongly discourages romantic relationships between consumer participants while in programming. Consumers are not permitted to hold hands, sit on others' laps, use full-frontal hugs, or kiss other consumer participants while in programming.

There should never be, under any condition, a romantic or otherwise personal relationship between a consumer participant and an employee or volunteer.

One-on-one Interactions

Most abuse occurs when an adult is alone with a consumer, or when a consumer is alone with another consumer. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization administration. If you observe one-on-one interactions between employees and consumer, you should report this to *[insert name of program supervisor]* or call *[insert name of program supervisor]* at *[insert telephone number]* or the *[Anonymous Helpline]* at *[insert telephone number]*.

Electronic Communication

All communication between employees/volunteers and consumer must be approved by a consumer's parents/guardians and must be in an open electronic environment. The "Rule of Three" must be observed in all electronic communications between consumer and employees/volunteers. For example, there should be two employees/volunteers included in on text messages and emails with consumer. Direct, private messaging between consumer and employees/volunteers is not allowed.

Consumer participants will comply with the organization's policies governing the use of personal mobile communication devices. Consumer participants are not permitted to share cell phones with other consumer participants.

Alcohol, Drugs, and Tobacco

Possession and/or use of alcoholic beverages, drugs and tobacco products while at the organization is strictly prohibited. Consumer will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances. Parents/guardians will be notified as appropriate.

Weapons

We want our organization to be a safe place for consumer, children, and families. Weapons and items that may be considered weapons are prohibited. Anyone found to be in

possession of such items will be required to leave and the items will be confiscated. This includes laser pointers. Parents/guardians, and/or the authorities will be notified as appropriate.

Violence

Our organization seeks to provide a safe environment for individuals in our community. Violence and threats of violence will not be tolerated at *[name of organization]*, on our grounds, in organization facilities, in other facilities being utilized by our organization, or during *[name of organization]* sponsored activities and events. Employees are available to assist in the resolution of differences.

Disruptive Behavior

We take pride in the appearance of our organization and we always want to ensure members are safe. Inappropriate or disruptive behavior is not permitted in our organization. This includes, but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder.

Bullying

Our organization will not tolerate the mistreatment or abuse of one consumer by another consumer. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including:

1. *Physical bullying* – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
2. *Verbal bullying* – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
3. *Nonverbal or relational bullying* – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
4. *Cyberbullying* – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
 1. Sending mean, vulgar, or threatening messages or images.
 2. Posting sensitive, private information about another person.
 3. Pretending to be someone else in order to make that person look bad;
and
 4. Intentionally excluding someone from an online group.

5. Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person’s willingness to participate.
6. Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumer, employees, and volunteers.

Reporting

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone, including consumer, actively participates in the protection of consumer. In the event that consumer observe any suspicious or inappropriate behaviors and/or policy violations on the part of other employees, volunteers, or other consumer, it is their personal responsibility to immediately report their observations. Remember, at our organization, the policies apply to everyone.

Examples of Suspicious or Inappropriate Behaviors Between Employees/Volunteers and Consumer

- Violation of any abuse prevention policies outlined by the organization
- Seeking private time or one-on-one time with consumer
- Buying gifts for individual consumer
- Making suggestive comments to consumer
- Picking favorites

Consumer are encouraged to report concerns or complaints about other employees and volunteers, other adults, or consumer to a supervisor who can be reached at *[insert telephone number]* or the *[Anonymous Helpline]* at *[insert telephone number]*.