

 <p>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</p> <p>Building Foundations for the Future</p>	Developed by/Date: Per Old DSS Manual Prior to 2002, Rev. 12/15/08	Page: 1 of 2	Number: 1.3
	Reviewed by/Reviewed Date: CSA Exec Team 12/15/08	Replaces:	Category: Employee Conduct/Expectations
Title: Employee's Reporting Responsibilities and Rules of Conduct		Approved: 12/15/08	

Policy

 Procedure

 Guideline

Purpose

In order to ensure that honesty and integrity and the best level of customer service is maintained, CSA hereby adopts the following policy regarding Employee's Reporting Responsibilities and Rules of Conduct.

Definition

To give employees the knowledge and tools to immediately report any unethical conduct, suspected wrong doing, criminal activity or fraud by anyone associated with CSA or any CSA Programs.

Rules of Conduct

Employees are to immediately report any unethical conduct, suspected wrong doing, criminal activity or fraud by any customer, vendor, colleague, employee or anyone else associated with CSA or any CSA programs. Report such activities to your immediate supervisor, any manager, Human Resources or the Special Investigations Unit.

In addition, as an employee of the CSA, you are required to cooperate with any investigation involving any unethical conduct, suspected wrong doing, criminal activity or fraud by any customer, vendor, colleague, employee or anyone else associated with CSA or programs.

Reporting Responsibilities

As an employee of the CSA, you are also responsible to adhere to the following rules of conduct (not limited to):

1. Immediately notify your supervisor or Human Resources if you are involved in, arrested for, or convicted of a misdemeanor or felony, either on or off duty, while employed.
2. Do not engage in any intimate or personal relationships with a customer.
3. Do not exploit customers for personal advantage.
4. Avoid or prevent situations that constitute a conflict of interest when dealing with customers and the public. This includes situations where a potential customer is someone with whom you have a personal history outside of work, have previously established business dealings, or where personal gain from the information being provided could be attained.

5. Notify your supervisor immediately of any customer or applicant who is a personal friend or relative to request case re-assignment.
6. Do not misrepresent or exaggerate your authority while on or off duty.
7. Do not change or alter any official records to reflect incorrect or misleading information, (i.e.; case records, verifications, affidavits, documentation, employee records).
8. Do not access, view, edit or alter a case record unless you have an official authorized business need to do so. Case records may not be accessed for personal gain.
9. Do not engage or assist others in engaging in any fraudulent activities.

Failure to abide by any of these rules and responsibilities may result in disciplinary action up to and including termination and could result in criminal prosecution.