**NAMI Massachusetts (NAMI Mass) Standards of Conduct and Ethics**

April 23, 2012

**Standards of Conduct**

7.1 **Acceptance of Supervision**

NAMI Mass employees will normally be asked by their supervisors to perform tasks that are either defined in their current job description or closely related thereto. However, there will be times when it is necessary, in order to achieve organization-wide objectives, to engage staff not normally working in one area to help out in another area. Therefore. NAMI Mass employees are expected to carry out all instructions from their supervisors that are not unethical nor in violation of established policies including those related to methods, procedures and tasks. If the predominant assigned tasks deviate from those in the employee's current job description, the matter should be brought to the attention of the Executive Director for resolution.

7.2 **Non-Harassment Work Environment**

It is the policy of NAMI Mass that all our employees should be able to enjoy a work environment free of discrimination and harassment.

Harassment refers to behavior which is personally offensive, impairs morale and interferes with the work effectiveness of employees. Any harassment of employees by other employees will not be permitted, regardless of their working relationship.

NAMI Mass will not tolerate harassment in the following areas: age; race; color; national origin; religion; sex; sexual orientation; disability and/or veteran status. Harassment includes display or circulation of written materials or pictures degrading to either gender, racial, ethnic or religious groups; and verbal abuse, jokes or insults directed at or made in the presence of members of a racial, ethnic, or minority group.

Sexual harassment is a form of sex discrimination and is against the law. Sexual harassment may include the following conduct where it is unwelcome to the recipient-employee: verbal comments or propositions of a sexual nature, the display or circulation of sexually suggestive or explicit visual or printed material, the viewing of sexually-explicit or provocative Internet sites, transmission of e-mail or voice-mail messages with inappropriate sexual content or physical conduct of a sexual nature. In this context, inappropriate is defined to mean sexual written or spoken language that is not related to the stated mission of the organization. All employees are expected to be aware of this policy and of the types of conduct that may constitute unlawful harassment, as well as of the avenues of assistance provided by NAMI Mass for addressing complaints of sexual harassment.

This policy extends to each and every level of NAMI Mass operations. Accordingly, sexual harassment—whether by a fellow employee, manager, supervisor or non-employee doing business with NAMI Mass—will not be tolerated. In furtherance of NAMI Mass’ policy to provide each of you with a work environment free from harassment, NAMI Mass requires that each supervisor be responsible for the prevention and elimination of all forms of harassment within the scope of their supervision.

Acts which are considered to constitute sexual harassment include, but are not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature where:

• Submission to such conduct is either an expressed or implied term or condition of employment;

• Submission to or rejection of such conduct is used as a basis for an employment decision affecting the harassed person;

• The purpose of such conduct is to substantially interfere with the affected individual's work performance, or to create an intimidating, hostile or offensive work environment; or

• The effect of such conduct is to substantially interfere with the harassed individual's work performance, or create an intimidating, hostile or offensive work environment.

Sexual harassment of any kind serves no legitimate purpose and has a disruptive effect on your ability to perform your job properly. The organizations take these allegations of harassment very seriously, and will actively investigate all complaints. If it is determined that harassment has occurred, management will take appropriate action against the offending person, up to and including discharge.

**Organization Harassment Complaint Procedure**

Any employee who believes that he or she has been harassed for any of the bases cited in Section 7.2 above, should bring his or her concerns to the attention of management immediately in any of the following ways:

• Report the conduct to your supervisor;

• Report the conduct to the Executive Director, in person, or by phone;

• Report the conduct to any member of management with whom you feel comfortable.

*Important Note: If the particular circumstances make a discussion with or a complaint to your own supervisor inappropriate (for example, the complaint involves your supervisor, or you fear retaliation by your supervisor), you should not hesitate to immediately bring the matter to the attention of the Board President or a member of the NAMI Mass Executive Board.*

It is the policy of NAMI Mass that all such matters will be handled with appropriate care and discretion and receive a thorough investigation. When an employee brings a complaint to the attention of any member of management, an investigation of the allegations will be undertaken promptly. Such investigation shall include, at a minimum, interviews with all persons identified as having direct and personal knowledge of the incident(s) in question.

If the investigation reveals that the complaint is valid, the management of the employee alleged to have been the harasser will immediately take appropriate action against the offending person. Such measures are designed to put an immediate stop to the harassment as well as prevent its recurrence. Therefore, NAMI Mass retain the right to take whatever action it believes appropriate under the circumstances, up to and including discharge of the offending person. In addition, retaliation against employees for reporting or complaining of sexual harassment (or for cooperating in the investigation of a report of a complaint) is unlawful and will not be tolerated. Any retaliation will warrant disciplinary action, up to and including discharge of the offending person.

**Complaints to Federal and State Agencies**

Harassment, including sexual harassment, is unlawful under both federal and state law. The federal agency which enforces the law is the Equal Employment Opportunity Commission. The EEOC's local office is at One Congress Street, Room 1001, Boston, MA 02114, (617)565-3200.

The state agency which enforces the law is the Massachusetts Commission Against Discrimination. The MCAD's local office is at: One Ashburton Place, 6th Floor, Boston, MA 02108, (617)727-3990.

Posted notices from both the EEOC and the MCAD are on display in a central location with the organizations' office space.

Both of these government agencies may be contacted by employees who wish to file formal charges of harassment. However, NAMI Mass is committed to responding quickly, fairly and effectively to any report of harassment, and hope that all employees will feel comfortable coming forward and allow the management of the appropriate organization to pursue a resolution of the matter internally, avoiding any unnecessary escalation of any situation which has created a offensive work environment for any employee.

**7.3 Conduct and Expectations**

Every organization has certain guidelines that are developed to reflect sound operational practices. This agency requires of its employees teamwork, cooperation, efficiency, and productivity. It has set out standards of behavior with which all employees are required to comply. Failure to comply with these standards will result in disciplinary action, up to and including termination. Examples of conduct that may require disciplinary action include, but are not limited to, any of the following:

• Any safety violation;

• Any violation of our drug-free workplace policy:

• Being absent from work without prior notification to supervisor;

• Excessive tardiness or absenteeism;

• Failure to carry out job responsibilities;

• Repeated rudeness or discourtesy toward a fellow employee, supervisor, volunteer, supporter, or member of the general public

• Substandard job performance; and/or

• Unauthorized overtime.

7.4 **Confidentiality in the Workplace**

The rules of professional conduct require employees and volunteers of NAMI Mass to preserve and protect confidential information. It is NAMI Mass’ policy to scrupulously fulfill this responsibility. Member information should not be disclosed to anyone other than those in the NAMI Mass office who have a legitimate need to know.

Confidential information concerning members, donors, employees or volunteers may be released only if the release of such information has been authorized by the Executive Director. Examples of such confidential information include: mailing lists, donor lists, membership information, financial records, user passwords, and contact lists.

Personnel decisions related to staff are viewed as confidential and are only shared with staffer others on a need-to-know basis. Except as required by law, or in the case of an employee grievance or other claim. NAMI Mass does not release the contents of personnel files to anyone other than the employee, her or his supervisor, and the Executive Director.

7.5 **Dress and Hygiene**

Personal cleanliness, good grooming, and appropriate dress are required of all employees while working at NAMI Mass. Staff will project a professional and businesslike image in dealing with co-workers, peers and colleagues, work contacts and the general public. NAMI Mas reserves the right to define appropriate standards of appearance for the workplace.

**7.6 Ethics**

NAMI Mass staff are expected to conduct their non-work lives in a manner which will not discredit the organization, and must avoid activities that might lead to a conflict, or the appearance of a conflict between the employees' and the organization's interests. Employees are expected to conduct themselves so as not to injure the reputation of the organization.

Employees and their families must not ask for or accept any gifts or favors from any donors/funders, potential funders, suppliers, those receiving services from the organization, coalition partners, or any organization with which we work or to whom we provide technical assistance. The term "gifts" does not apply to reasonable meals or refreshments in connection with any business meetings; advertising or promotional items of a nominal value, or modest gifts on the occasion of an employee's birthday, promotion, religious holiday, or the like.