

COMMUNITY ACTION PROGRAM, INC. OF WESTERN INDIANA

CUSTOMER SERVICE POLICY, PROMISE AND CODE OF ETHICS

Community Action Program, Inc. of Western Indiana changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.

We, as community action professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:

- Recognize that the chief function of the community action movement at all times is to serve the best interests of the poor, thereby serving the best interests of all people.
- Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- Keep the community informed about issues affecting the poor; facilitate communication by the poor with locally elected public officials and the private sector.
- Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- Exercise whatever discretionary authority we have under the law to promote the interest of the poor.
- Lead the community action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the poor is beyond service to oneself.
- Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our community action activities in order to inspire confidence and trust in the community action movement.
- Serve in such a way that we do not realize undue personal gain from the performance of our professional duties.
- Avoid any interest or activity that is in conflict with the conduct of official duties.
- Respect and protect privileged information to which we have access in the course of official duties.
- Strive for professional excellence and encourage the professional development of our associates,

CLIENT RIGHTS AND RESPONSIBILITIES

Client Rights

- To be treated with respect and dignity
- To privacy and confidentiality
- To involve an advocate of their choice
- To information that is accessible, accurate, timely and understandable
- To be consulted about needs and preferences, and be involved in decision-making
- To express grievances and have them dealt with fairly
- To have cultural needs respected
- To have one's needs met in a professional and ethical manner
- To give or hold consent to services and/or programs
- To withdraw from the service at anytime
- To regular reviews of service provision to ensure care remains appropriate
- To receive an efficient and effective service, delivered in a timely manner.

Responsibilities

- To inform staff if they do not understand any information they have been told regarding the service
- To let the agency know if their needs change
- To report any complaints
- To inform the agency of relevant medical conditions and any changes in the physical or mental status of the care recipient
- To notify the agency when they are unable to participate in an activity or when they do not require a service
- To respect service staff
- To ensure that the agency is provided with any special requirements necessary for their care
- To assist us in providing a safe environment for you and our staff