**STANDARDS OF CONDUCT, MEMBER EXPECTATIONS, AND CORRECTIVE ACTION PROCEDURES**

The Member, while acting in an official capacity as an AmeriCorps Member, agrees to:

* Demonstrate mutual respect towards others.
* Represent AmeriCorps, Homes for All, and the Site well.
* Demonstrate a service ethic indicative of AmeriCorps and honor the privilege of working with and for those being served.
* Be open to new experiences, learning opportunities, new perspectives, and receiving constructive feedback.
* Conduct themselves in a manner exemplary as a role model and in compliance with AmeriCorps standards.
* Actively participate in Program trainings, service projects, Days of Service, and other events.
* Communicate with Program staff in a timely, appropriate, responsive manner.
* Ask questions as needed and give people the opportunity to provide clarifications or resolve issues.
* Wear attire appropriate for the service site and activity. When on AmeriCorps time, the Member should wear one or more pieces of service gear. Wearing AmeriCorps apparel is especially important during community service projects or public events. Program will provide Member with gear such as a t-shirt, pin, lanyard, etc.
* Direct concerns, problems, and suggestions to the Program.
* Keep proprietary information strictly confidential, consistent with state and federal laws.
* Follow the policies and procedures in the Member Service Agreement.

The Member is responsible for performing activities and responsibilities explained in their Member Position Description. The Member also agrees to meet the following base expectations:

* Responding to communications within 24 hours.
* Submit timesheets on a weekly basis in America Learns.
* Submit new and updated Performance Measure Reports monthly.
* Complete all components of the Member Development Plan, including quarterly reflections.

The Member understands that the following acts constitute a violation of the Program’s rules of conduct and expectations:

Level 1 Violations:

* Unauthorized tardiness or absences
* Continued failure to serve written schedule or average 37.5 hours of service per week or meet monthly benchmarks of hours served
* Serve under the influence of alcohol, non-prescription drugs, prescription drugs not intended for member
* Repeated use of inappropriate language
* Repeated failure to wear appropriate clothing (including PPE)
* Failure to communicate with program staff or service site staff (within a 48-hour period)
* Performing personal business repeatedly during service hours (excessive phone usage, running errands, or social media)
* Failure to attend a mandatory service assignment/schedule/event or program training or conference call
* Failure to submit timesheets in a timely manner (more than a month behind)
* Failure to submit performance measure data or other requested items from program staff after written reminders given
* Inappropriate or unprofessional behavior
* Inability to meet basic competencies or knowledge requirements of the position after a reasonable orientation and training period
* Failure to follow policies outlined in Member Service Agreement or Member Position Description

*Remedies:*

1st offense: program staff will issue a written warning and a copy will be sent to all parties.

2nd offense: program staff will issue another written warning and a copy will be sent to all parties.

3rd offense: the Program Director will issue a written warning and will suspend the member for one or more days without a living allowance; if an obvious pattern of misconduct has occurred, the Program Director may release the member for cause.

Level 2 Violations:

* Failure to abide by confidentiality expectations in the Member Service Agreement or site policies
* Failure to notify Homes for All program staff of any arrest or conviction that occurs during the term of service
* Unauthorized contact with clients or beneficiaries (current, former, or potential) outside of normal service requirements
* Engaging in activities that pose a significant safety risk to self or others
* Engaging in activities that are illegal under local, state or federal law
* Assault on another person while serving or at any other time
* Possession of a weapon while serving

*Remedies*:

1st offense: program staff will issue a written warning; member may be suspended for one or more days without a living allowance; member will be given opportunity to submit a corrective plan of action and written intent to abide by the Standards of Conduct, Member Service Agreement, and any other relevant Homes for All or AmeriCorps policy.

2nd offense: program staff will issue notice of intent to release member for cause to all parties.

Level 3 Violations:

* Stealing, lying, or intentionally falsifying AmeriCorps timesheets, reports, or documents at the service site
* Engaging in activities that may physically, emotionally, or mentally harm other members of Homes for All, clients, service site staff, program staff, and/or the community
* Inappropriate relations with a client (current, former, or potential), volunteer, or any other individual that is unable to consent to a relationship due to real or perceived dual, unethical, or authority-role relationship
* Demonstrated a repeated or obvious pattern of misconduct of any Level 1 or 2 violations
* Any other violation or behavior or serious breach would seriously undermine the program in the judgment of Homes for All

*Remedies*:
Upon receipt of proper documentation or evidence, member will be released from the program for cause. Members will be released from service immediately for gross, egregious violations of the Standards of Conduct, Member Service Agreement, Position Description, or any other AmeriCorps policy.

**Note**: the Site may issue a corrective action warning upon approval from Program Staff. A warning from the Site, if warranted, will substitute for a program-issued warning when considering remedies.