

Employees, board members and volunteers of Guild may not accept gifts from family members, individuals served or other interested parties except gifts of a value less than \$50.00 that could not be refused without discourtesy. No personal gift of money should ever be accepted.

Guild acknowledges that employees may be responsible to follow various professional code(s) of ethics depending upon their licensure. The Code of Ethical Conduct complements but does not replace other professional code(s) of ethics.

Service Quality

The unique strengths and wishes of each individual guide all services of Guild. In order to provide high quality services, employees and volunteers stay flexible, open, positive, curious and creative.

Those who work at Guild are committed to providing accessible, responsive and reliable services of the type constituents desire, and which are known to be effective and promote recovery. Guild promotes the basic human rights, dignity, health and safety of everyone served. Confidentiality is respected and maintained for all those served.

Business Practices

Corporate Compliance and Accountability
Guild is responsible to the public to be an ethical and efficient steward of its resources. Employees and board members are to practice honesty and integrity in carrying out their responsibilities in order to maintain the public trust.

Guild has a long-standing commitment to comply with laws, ordinances, rules and regulations related to its operations, embracing the spirit of the law. Guild must be compliant with rules set forth by relevant regulatory agencies both at the state and federal level. If an employee reasonably believes that some policy, practice, or activity of Guild is in violation of law, he/she is encouraged to speak directly to his/her supervisor. The employee can address a written complaint to the compliance officer (Mylii Pukema, Quality Manager, Guild) or, can bypass the compliance officer and report directly to the Audit Committee of the Board by sending the written complaint to the Wabasha Office at 122 Wabasha Street South, Suite 400, St. Paul.

Guild does not retaliate against any employee who, in good faith, makes a protest or raises a complaint or concern about a practice of Guild.

Conflict of Interest

Guild expects the primary interest of employees and board members to be that of the agency, programs, and individuals served. A business conflict of interest occurs when Guild contemplates or enters into a transaction or arrangement with an interested person, business or another organization in which an employee or board member serves as a director, officer, legal representative or has material financial interest of any kind. Potential business conflicts of interest must be disclosed to the Executive Director or the Board Chairperson who determines whether a conflict exists.

Human Resources

Guild strives to provide a workplace that is fair and inclusive, promotes diversity, and celebrates the value of individual differences. Diversity enriches the mission by bringing together a variety of perspectives, ideas and experiences that are representative of the communities served. Guild is committed to equal opportunity in employment and recruitment practices. Selection of staff, volunteers and board members is accomplished without regard to race, color, religion, sex, disability, national origin, age, marital status, status of public assistance, sexual orientation, or membership on a human rights committee. Guild is committed to provide a work environment in which all employees enjoy freedom from intimidation, discrimination, and any form of harassment. Consistent with the personnel policy, harassment and discrimination in any form, for any reason, are not allowed.

Marketing and Development

Information about the mission, services and finances of Guild is available to all constituents, including donors, individuals with mental illness and their families and the public. All materials used for marketing services or fundraising accurately describe the agency, services provided and results of those services, reflecting the dignity and confidentiality of those served. Truthfulness, donor confidentiality, and responsible stewardship are at the foundation of all development efforts of Guild. Solicitations clearly describe the purpose for which contributions may be used.

Donors are given accurate and ethical information about the value and tax implications of contributions so that they can make informed decisions about giving to Guild and contributions are used in accordance with the donor's intentions.

Distribution and Review of the Code

All employees, volunteers and board members receive a copy and review the Code of Ethical Conduct when they first become employed or involved with Guild. In addition, these individuals review the code every year as part of on-going training.

Upholding the Code

Guild encourages a climate of trust, openness and cooperation. We hold each other accountable to these standards of conduct and maintain the standards by reporting questionable conduct in a timely manner.

Guild administration strives to enforce the standards in a consistent and fair manner. All reports of questionable conduct are investigated promptly as per the personnel policy and, if substantiated, corrective or disciplinary action is taken that may include termination.

For further questions about this information feel free to call:

Guild St. Paul Area/Delancey Street

122 Wabasha Street South, Suite 400
St. Paul, Minnesota 55107
Ph: 651-291-0067 Fax: 651-291-8555 Fax: 651-312-1222

Guild Community Support Program

1740 Livingston Street
West St. Paul, Minnesota 55118
Ph: 651-457-2248 Fax: 651-455-4344

Guild South and Maureen's House

318 Second St. North
South St. Paul, Minnesota 55075
Ph: 651-455-6800 Fax: 651-306-1045

5/17 SBB/JM



**Empowering People.
Empowering Change.**

Welcome

Guild services are available to help you manage your mental health and live successfully in the community. We assist you to plan goals and help you work towards reaching those goals.

Services We Provide

Services through a team: While you receive services from Guild you may be assigned a team of staff members to work with you. This may include staff members with various specialties and a team supervisor.

Goal Planning

Together, you and your team decide the amount of assistance needed. One of the ways we learn more about you is through our assessment process. After learning about your strengths, needs and goals you and your team will develop a plan. This plan is updated every 6 months or more often if needed.

Your Responsibilities

To get the most out of your services, we encourage your participation and communication regarding your interests, abilities, and challenges in order to develop a goal plan. In order for staff to assist you, please meet with staff as scheduled, or inform them if you are unable to keep appointments.

Ways to Give Us Input

We welcome your feedback about our services to you. We also provide an annual anonymous satisfaction survey about the quality of services we provide. At any time you may ask to participate in the survey. You also receive a survey when ending services. If you have comments at any time, please talk with any staff member, the Team Leader, or the Director of Services.

How services are paid:

Our revenue comes from several different sources:

- Health Care Plans
- Contracted Funding from County Department of Human Services
- Medical Assistance
- Charitable Donations
- Grants
- Prearranged private payment sources

Transfer and Closing

When you and your team determine that our services are no longer necessary and/or services no longer fit your needs, we have an exit/transfer procedure to assist you in this process. We plan to follow up with you three months after you end our services to ask how you are doing.

Safety Procedures

In the event of an emergency, evacuation plans are posted for everyone's safety. No illegal drugs, alcohol, weapons, or use of tobacco products are allowed on site.

STATEMENT OF RIGHTS

Guild has a fundamental responsibility to protect and promote the rights of every person served. Through this Statement of Rights, Guild Incorporated declares its intent to protect the interests and well-being of each person, consistent with the laws of the State of Minnesota.

Right to Courteous, Responsive & Respectful Services

You have the right to be treated with courtesy, dignity, and respect for your individuality by all Guild employees, and by any other person providing Guild services. You also have the right to prompt and reasonable responses to your questions and requests.

Right to Reasonable Accommodation

You have the right to have services provided to you by taking into consideration any need for reasonable accommodations. Please make the request for reasonable accommodations to assure that you are getting the services to meet your needs. This request is reviewed and adoptions are made whenever possible. When an accommodation cannot be made, Guild employees assist you in looking for other resources where your needs could be met. (Some examples of those may be legal entities for appropriate representation, self-help support services, or advocacy.)

Right to Privacy

You have the right to respectfulness and privacy as it relates to your individual services. You have the right to consideration of your individuality and cultural identity as it relates to your social, religion, and psychological wellbeing.

Right to Confidentiality of Records

Information you give Guild about yourself is kept private. Only you and the staff at Guild who work with you will see it. If you want someone else (for example, another service provider or your family) to have this information, you must give written permission by signing a "Consent for Release of Information."

See the Notice of Privacy Practices

Right to Freedom from Abuse, Neglect, Retaliation, Exploitation, and Restraint

You shall be free from psychological, verbal and physical abuse, neglect or punishment. This includes humiliating, threatening, and/or exploiting statements or actions and misuse of your financial resources. It includes sexual exploitation or criminal sexual conduct or sexual harassment. Seclusion and restraint are also prohibited. In order to assure safety for everyone, Guild holds the right to discontinue services if threatening behavior occurs. If this occurs, you will have the opportunity to meet with the Director of the service to discuss a possible plan for lifting the restriction.

Right to Consent or Refuse Services

Services of Guild are voluntary unless services are court ordered. You have the right to consent to services or refuse services. Failure to maintain regular contact with your treatment team may be viewed as refusing services.

Right to Ethical Research Practices

If you decide to participate in research project you have the right to know that the project adheres to research guidelines and ethical practices.

Right to Voice Grievance

You are encouraged to learn about and exercise your rights as a consumer of services and as an American citizen. You can recommend changes in policy to the interference, discrimination, threats or retaliation. If you feel you have been discriminated against because of race, religion, national origin, sex, marital status, sexual

race, religion, national origin, sex, marital status, sexual orientation, color, creed, disability, or status with regard to public assistance, you can file a grievance with Minnesota Department of Human Rights, 190 E. 5th Street, Suite 700, St. Paul, MN 55101. Toll Free: 1-800-657-3704 | Telephone: 651-296-5663 | TTY: 651-296-1283

If you have a grievance or disagree with agency decisions; perceive your rights as being threatened or violated, and/or have a concern about an ethical violation; feel you have been unfairly denied or excluded from services or haven't been given your choice service; or feel you have not received a reasonable accommodation requested we encourage you to speak directly about the issue with those involved. If you are not satisfied with the response and want to pursue the administration and staff of Guild without fear of restraint, matter further, contact the supervisor of the program of Guild. If you prefer to talk with someone outside the agency, or want help in talking with Guild, please call the Office of the Ombudsman for Mental Health at 651-757-1800.

You may also file a formal written grievance. Information about how to file a grievance and forms are available from any staff member. (and also enclosed).

What To Do If You Have A Grievance

If you have a grievance or disagree with agency decisions and/or have a concern about an ethical violation, you are encouraged to talk directly about the issue with those involved.

If you are not satisfied with the response and wish to pursue the matter, you may file a formal grievance to the Director. If the grievance involves the Director, you may file the grievance with the Senior Director.

The grievance needs to be written and filed within 30 days. If you want, you may use the Grievance Form available from any staff member. If you need help to prepare the grievance, please ask any staff member, family member, friend or advocate to help you. You may consult with the Supervisor or the Director before filing a written grievance. The Director of Services or the Senior Director will review your grievance and contact you directly within 7 days. You will then be sent a written response.

On the backside of the grievance forms is information on who to contact, in addition to who to contact if you are not satisfied with the initial response.

Values

Empowerment. We give our clients and staff the whole picture and support them to make their own choices.

Dignity. We view our clients and staff as people first. We believe everyone is worthy of respect, fairness, honesty, and transparency.

Collaboration. We support one another, partners, and community members. We share ideas and resources within and outside of Guild.

Innovation. We bring new ideas and solutions to the table. We try new things—failure is an opportunity for learning.

Our Purpose

Engage and empower individuals & communities by embracing needs, elevating voices, and empowering change.

- We fulfill our purpose when individuals we serve:
- Maintain their optimum physical and mental health.
 - Live in safe, affordable housing and avoid homelessness.
 - Find employment or pursue education.
 - Have recreational or socialization activities.
 - Report a sense of satisfaction with their lives.

Code of Ethical Conduct

Personal and Professional Integrity

Employees, volunteers and board members of Guild interact with others in the spirit of authenticity and hope. In order to carry out the mission of the agency, we work together in a climate of trust, openness and cooperation, meeting challenges with courage and mettle.

Employees are responsible to follow the employee rules presented in the personnel policy. These rules ensure the safety and well-being of the individuals served.

A professional conflict of interest can occur when any personal, professional, or legal relationship impairs the objectivity, competence or effectiveness of a Guild employee to perform his/her job. A professional conflict of interest could expose persons served to harm or exploitation. Any professional conflict of interest must be reported and discussed with the supervisor.

GRIEVANCE FORM

Please see backside for where to submit the grievance or who to contact if you are not satisfied with the response, you need help completing the form or you have questions.

Name: _____

Address: _____

Phone #: _____

What program do you work with? _____

What is the concern? _____

If this is a one-time issue, when did it occur? Date: _____ Time: _____

If this is an ongoing issue, when did it begin? Date: _____

Have you spoken directly with the people? Yes No

Please describe that conversation: _____

How do you feel the issue could be resolved? _____

Signature: _____

Today's Date: _____

Please attach an additional sheet if you need more space.

You will receive a written response within 7 days to Inform you of their review and final decision.

GRIEVANCE FORM

Please see backside for where to submit the grievance or who to contact if you are not satisfied with the response, you need help completing the form or you have questions.

Name: _____

Address: _____

Phone #: _____

What program do you work with? _____

What is the concern? _____

If this is a one-time issue, when did it occur? Date: _____ Time: _____

If this is an ongoing issue, when did it begin? Date: _____

Have you spoken directly with the people? Yes No

Please describe that conversation: _____

How do you feel the issue could be resolved? _____

Signature: _____

Today's Date: _____

Please attach an additional sheet if you need more space.

You will receive a written response within 7 days to Inform you of their review and final decision.

Who to Contact for a Grievance

Feel free to contact the Service Directors to submit grievances, get help completing a grievance, or to ask questions.

Service Directors

Guild St. Paul Area/Delancey Street

122 Wabasha Street South, Suite 400
Saint Paul, Minnesota 55107
Telephone: 651-291-0067 | Fax: 651-291-8555 / 651-312-1222

Guild Community Support Program

1740 Livingston Street
West Saint Paul, Minnesota 55118
Telephone: 651-457-2248 | Fax: 651-455-4344

Guild South and Maureen's House

318 Second Street North
South Saint Paul, Minnesota 55075
Telephone: 651-455-6800 | Fax: 651-306-1045

If you are not satisfied with your response feel free to contact the **Senior Director** at:

122 Wabasha Street South, Suite 400
Saint Paul, Minnesota 55107

If you want to talk with someone **outside the agency**, you are welcome to call the following resources:

Ramsey County Social Services: 651-266-7890
Dakota County Social Services: 651-554-6000
Washington County Social Services: 651-430-6455
Hennepin County Social Services: 612-596-1300
Mental Health Ombudsman: 651-757-1800
Mental Health Association Lay Advocates: 651-493-6634
Hearth Connection (Delancey Services only): 651-645-0676

If you are still dissatisfied with the response, you can contact the **Executive Director** of Guild or the **Chairperson of the Board of Directors** at:

122 Wabasha St. S., Suite 400
Saint Paul, Minnesota 55107

Minnesota Department of Human Rights
190 East 5th Street, Suite 700, Saint Paul, Minnesota 55101
Toll Free: 1-800-657-3704 | Telephone: 651-296-5663 | TTY: 651-296-1283

Who to Contact for a Grievance

Feel free to contact the Service Directors to submit grievances, get help completing a grievance, or to ask questions.

Service Directors

Guild St. Paul Area/Delancey Street

122 Wabasha Street South, Suite 400
Saint Paul, Minnesota 55107
Telephone: 651-291-0067 | Fax: 651-291-8555 / 651-312-1222

Guild Community Support Program

1740 Livingston Street
West Saint Paul, Minnesota 55118
Telephone: 651-457-2248 | Fax: 651-455-4344

Guild South and Maureen's House

318 Second Street North
South Saint Paul, Minnesota 55075
Telephone: 651-455-6800 | Fax: 651-306-1045

If you are not satisfied with your response feel free to contact the **Senior Director** at:

122 Wabasha Street South, Suite 400
Saint Paul, Minnesota 55107

If you want to talk with someone **outside the agency**, you are welcome to call the following resources:

Ramsey County Social Services: 651-266-7890
Dakota County Social Services: 651-554-6000
Washington County Social Services: 651-430-6455
Hennepin County Social Services: 612-596-1300
Mental Health Ombudsman: 651-757-1800
Mental Health Association Lay Advocates: 651-493-6634
Hearth Connection (Delancey Services only): 651-645-0676

If you are still dissatisfied with the response, you can contact the **Executive Director** of Guild or the **Chairperson of the Board of Directors** at:

122 Wabasha St. S., Suite 400
Saint Paul, Minnesota 55107

Minnesota Department of Human Rights
190 East 5th Street, Suite 700, Saint Paul, Minnesota 55101
Toll Free: 1-800-657-3704 | Telephone: 651-296-5663 | TTY: 651-296-1283