

Bittachon Care Services Inc

Code of Conduct

Introduction

At Bittachon Care Services Inc., we are committed to fostering an environment where respect, integrity, and excellence are the cornerstones of our daily interactions and the services we provide. Our mission is to empower individuals with intellectual and developmental disabilities to live fulfilling lives within their communities. To achieve this, it is essential that every team member adheres to the highest standards of conduct in all aspects of their work.

This Code of Conduct outlines the principles and ethical standards that all employees, particularly our Direct Support Professionals (DSPs), are expected to uphold. It serves as a guide to help you navigate the complexities of your role with confidence and clarity, ensuring that our clients receive the best care possible while maintaining the trust they place in us.

As part of our commitment to excellence, this document also includes specific policies that govern your responsibilities. These policies are designed not only to comply with legal requirements but also to reflect the values and ethical standards that are integral to our company's culture.

By following the guidelines set forth in this Code of Conduct, you contribute to a positive, supportive, and legally compliant workplace. We ask that you read each policy carefully and incorporate these principles into your daily practices. Together, we can continue to build a safe, respectful, and compassionate environment for both our clients and our team members.



Code of Conduct: Confidentiality

1. Purpose

The purpose of this Confidentiality Policy is to ensure that all Direct Support Professionals (DSPs) at Bittachon Care Services Inc. understand and adhere to the strict confidentiality requirements as mandated by the Health Insurance Portability and Accountability Act (HIPAA) and company-specific guidelines. This policy is designed to protect the privacy and personal health information (PHI) of our clients and maintain the trust they place in our care.

2. Scope

This policy applies to all DSPs employed by Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees.

3. Confidentiality Requirements

a. Client Information

- All client information, including but not limited to medical records, personal identification, service plans, and any other information related to a client's physical or mental health, must be kept strictly confidential.
- DSPs are prohibited from disclosing client information to any unauthorized individuals, including other clients, family members, friends, or anyone outside the scope of the client's care team, unless explicitly authorized by the client or their legal guardian through a signed Release of Information (ROI).

b. HIPAA Compliance

- DSPs must comply with all HIPAA regulations, which include safeguarding any PHI, whether in oral, written, or electronic form.
- Access to PHI should be limited to only those individuals who have a legitimate need to know in order to perform their job duties.
- PHI must be stored securely, and all electronic records should be protected with strong passwords and encryption. Physical records should be kept in locked storage when not in use.
- DSPs must ensure that any communication involving PHI, whether in person, over the phone, or electronically, is conducted in a manner that prevents unauthorized access or disclosure.

c. Handling of Company Information

- Confidential company information, such as policies, procedures, training materials, and internal communications, must also be protected. DSPs must not disclose proprietary information to outside parties without explicit permission from the company.
- The unauthorized sharing of company documents or discussions about internal operations with those outside the organization is strictly prohibited.

4. Responsibilities of DSPs

- DSPs are responsible for understanding and adhering to all aspects of this Confidentiality Policy.
- DSPs must complete mandatory HIPAA training upon hiring and at regular intervals thereafter to ensure ongoing compliance.
- If a DSP becomes aware of any breach of confidentiality, whether intentional or accidental, they must report it immediately to their supervisor or the designated compliance officer.

5. Consequences of Policy Violation

- Any breach of this Confidentiality Policy, including HIPAA violations, may result in disciplinary action, up to and including termination of employment.
- Violations of HIPAA regulations may also result in legal penalties, including fines and imprisonment, in accordance with federal law.

6. Acknowledgment of Understanding

- All DSPs are required to sign an acknowledgment form confirming that they have read, understood, and agree to comply with this Confidentiality Policy.
- The acknowledgment form will be kept in the DSP's personnel file as a record of their commitment to upholding the confidentiality standards set forth by Bittachon Care Services Inc.

Code of Conduct: Communication Policy

1. Purpose

The Communication Policy is designed to ensure that all communication, whether electronic or written, is handled with the utmost professionalism, confidentiality, and accuracy. This policy also outlines the proper use of Therap software and the secure handling of manually written administrative notes to maintain the integrity and confidentiality of client information.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., with a specific focus on Direct Support Professionals (DSPs) who are responsible for documenting and communicating client information.

3. Use of Therap Software

a. Timeliness and Accuracy

- All DSPs are required to use the Therap software for recording client data, including daily notes, incident reports, and other relevant documentation.
- Entries in Therap must be made in a timely manner, preferably during or immediately after the service is provided, to ensure accuracy and completeness of information.
- DSPs must ensure that all entries are factual, clear, and free of any personal opinions or unnecessary commentary.

b. Confidentiality

- Access to the Therap system is restricted to authorized personnel only. DSPs are responsible for safeguarding their login credentials and must not share them with others.
- DSPs must log out of the Therap system when not in use to prevent unauthorized access to client information.
- Any electronic communication involving client information must be conducted within the secure environment provided by Therap.

c. Training and Support

- All DSPs will receive training on the proper use of Therap software as part of their onboarding process. Ongoing training will be provided as needed to address any updates or changes in the software.
- Technical support for Therap will be available to assist with any issues or questions that may arise during its use.

4. Securing Manually Written Administrative Notes

a. Proper Documentation

- In situations where manually written administrative notes are necessary, DSPs must ensure that these notes are legible, accurate, and complete.
- Manually written notes should include the date, time, and signature of the DSP making the entry to ensure accountability.

b. Secure Storage

- All manually written administrative notes must be stored in a secure, locked location when not in use. This is to prevent unauthorized access and to protect client confidentiality.
- Notes should be organized and filed regularly to ensure they are readily available for reference when needed but remain secure from unintended access.

c. Transfer to Digital Records

- Where applicable, manually written notes should be transferred to digital records in the Therap system as soon as possible to maintain a consistent and comprehensive client file.
- Once transferred, the original manual notes should be securely archived or destroyed according to company policy, ensuring that no confidential information is left unsecured.

5. Responsibilities of DSPs

- DSPs are responsible for adhering to all aspects of this Communication Policy, ensuring that both electronic and manually written records are handled with the highest level of professionalism and confidentiality.
- Any breach of this policy, including failure to properly secure administrative notes or misuse of Therap software, may result in disciplinary action.

6. Compliance and Monitoring

- Regular audits will be conducted to ensure compliance with this Communication Policy. DSPs are expected to cooperate fully with any reviews or investigations regarding documentation practices.
- Continuous feedback and support will be provided to help DSPs meet the standards outlined in this policy.

Code of Conduct: Technology Policy

1. Purpose

The Technology Policy is designed to ensure that all electronic devices, whether personal or company-assigned, are used responsibly, securely, and in a manner that upholds the integrity and professional standards of Bittachon Care Services Inc. This policy outlines the expectations and guidelines for the use of technology in the workplace, covering both company-issued and personal devices used for work-related purposes.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc. who use electronic devices in the course of their work, including company-assigned devices such as computers, tablets, and smartphones, as well as personal devices used to access company systems or handle company information.

3. Use of Electronic Devices

a. Company-Issued Devices

- **Purpose and Scope of Use:** Company-issued devices are provided to facilitate job responsibilities and must be used primarily for work-related activities. Personal use of these devices should be minimal and must not interfere with work responsibilities or violate any other company policies.
- **Security and Confidentiality:** Employees must protect company devices from theft, loss, or unauthorized access by locking devices when not in use and using strong, unique passwords. Confidential company information stored on these devices must be secured according to company policies, including HIPAA regulations.
- **Maintenance and Care:** Employees are responsible for the proper care and maintenance of assigned company devices, ensuring they are kept in good working condition and reporting any issues promptly.

b. Personal Devices

- **Use for Work Purposes:** Employees may use personal devices to access company systems or handle company information only if approved by their supervisor and the IT department. Personal devices used for work purposes must comply with all company security standards.
- **Security Requirements:** Employees must ensure that personal devices used for work are protected by up-to-date security measures, including antivirus software, firewalls, and strong passwords. Any company-related information stored on personal devices must be encrypted and backed up according to company guidelines.
- **Prohibited Activities:** Employees are prohibited from using personal devices to download, store, or transmit illegal content or any material that could harm the company's reputation or legal standing.

4. General Guidelines for All Devices

a. Unauthorized Access and Use

- Employees are prohibited from using either company-issued or personal devices to access unauthorized or inappropriate websites, content, or services that do not align with the mission and values of Bittachon Care Services Inc.
- Sharing access to company systems through personal or company devices with unauthorized individuals, including family members or friends, is strictly prohibited.

b. Data Storage and Transmission

- Employees must not use any device to store or transmit personal data, illegal materials, or any content that could pose a risk to the company's security or legal standing.
- Employees must avoid downloading or distributing pirated or unlicensed software, media, or other illegal content on both company-issued and personal devices used for work.

c. Returning and Securing Devices

- Upon termination of employment, all company-issued devices must be returned immediately in good working condition. Employees must ensure that all company-related data has been properly backed up or transferred as directed.
- Personal devices used for work purposes must be cleared of all company-related data in accordance with company guidelines upon termination or when the device is no longer used for work purposes.

5. Monitoring and Compliance

- The company reserves the right to monitor the use of company-issued devices to ensure compliance with this policy. Employees should have no expectation of privacy regarding any data or communications stored or transmitted on these devices.
- While personal devices are generally exempt from monitoring, any company-related data or activities conducted on personal devices may be subject to review to ensure compliance with company policies.
- Regular audits may be conducted to assess adherence to this policy, and employees are expected to cooperate fully with any such reviews.

6. Consequences of Policy Violation

- Violations of this Technology Policy, including misuse of devices or failure to adhere to security protocols, may result in disciplinary action, up to and including termination of employment.
- In cases of theft, loss, or damage due to negligence, employees may be held financially responsible for the repair or replacement of company-issued devices.

Employee Behavior Code of Conduct Policy

1. Purpose

The Employee Behavior Code of Conduct Policy is established to ensure that all employees of Bittachon Care Services Inc. uphold the highest standards of professionalism, ethics, and integrity in their interactions with clients, their guardians, and fellow employees. This policy specifically addresses the boundaries that must be maintained between employees and clients or their guardians to prevent any conflicts of interest, exploitation, or misunderstandings.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees. It is relevant to all interactions with clients, their families, guardians, and legal representatives.

3. Professional Boundaries with Clients and Guardians

a. No Requests for Special Favors

- Employees are strictly prohibited from asking clients or their guardians for any special favors. This includes, but is not limited to, personal tasks, preferential treatment, or any other requests that go beyond the scope of professional responsibilities.
- Employees must maintain a professional relationship at all times, ensuring that their actions and requests are in line with the client's care plan and the company's policies.

b. Prohibition on Asking for Money

- Under no circumstances may employees ask clients or their guardians for money, gifts, or loans. This includes direct requests as well as any form of solicitation, regardless of the intent.
- Employees must report any offers of money, gifts, or financial assistance from clients or their guardians to management immediately. Accepting such offers without management's explicit consent is prohibited.

c. Collaboration on Shift Changes or Availability

- Employees must not collaborate with clients or their guardians on shift changes, scheduling, or discussing current availability without the express consent of management.
- Any requests or discussions regarding shifts, changes in schedule, or availability must be directed to and handled by management. This ensures that all scheduling decisions are made transparently and fairly, considering the needs of both clients and the organization.

4. General Expectations for Employee Behavior

a. Respect and Dignity

- Employees must treat all clients, guardians, and colleagues with respect and dignity at all times. Discrimination, harassment, or any form of disrespectful behavior is strictly prohibited.
- Employees should be mindful of the language they use and the way they communicate, ensuring that all interactions are professional, clear, and appropriate.

b. Confidentiality and Trust

- Employees are expected to maintain the confidentiality of all client information, in accordance with HIPAA and company policies. This includes not disclosing any personal, medical, or sensitive information to unauthorized individuals.
- Trust is a cornerstone of the client-caregiver relationship. Employees must act in a way that preserves and builds trust, avoiding any actions that could undermine the client's confidence in their care.

c. Accountability and Integrity

- Employees are expected to take responsibility for their actions, ensuring that they adhere to all company policies, procedures, and guidelines. This includes timely and accurate documentation, following care plans, and reporting any issues or concerns to management promptly.
- Integrity is essential in all aspects of the role. Employees must be honest, transparent, and ethical in their dealings with clients, guardians, and the company.

5. Consequences of Policy Violation

- Violations of this Employee Behavior Code of Conduct Policy may result in disciplinary action, up to and including termination of employment.
- Employees found to be asking clients or guardians for special favors, money, or collaborating on shift changes without management's consent may face immediate disciplinary measures, including potential legal action if applicable.

6. Reporting and Compliance

- Employees are encouraged to report any observed or suspected violations of this policy to their supervisor or directly to management. The company will investigate all reports thoroughly and confidentially.
- Regular training and reviews will be conducted to ensure that all employees understand and comply with this policy

Attendance and Absenteeism Code of Conduct Policy

1. Purpose

The Attendance and Absenteeism Code of Conduct Policy is established to ensure that all employees of Bittachon Care Services Inc. understand the importance of punctuality and consistent attendance. This policy outlines the expectations and procedures for managing attendance, tardiness, and absenteeism, as well as the consequences of violations, including excessive missed attendance.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees.

3. Attendance Expectations

a. Notification of Absence

- Employees are required to notify management if they will miss a scheduled shift no less than 24 hours prior to the start of the shift, unless the absence qualifies as an emergency excused absence under company policy.
- Notifications must be made directly to management via email or text message, including the reason for the absence and the expected return date.

b. Emergency Excused Absences

- In the case of an emergency that prevents an employee from providing 24 hours' notice, employees must notify management as soon as possible. The company's policy on emergency excused absences will be applied to determine if the absence is excused.

4. Tardiness Expectations

a. Notification of Tardiness

- If an employee is running late for their scheduled shift, they are required to notify their manager electronically by email or text message before the start of the shift. The notification should include the expected arrival time and reason for the delay.
- The company allows a maximum of 3 instances of tardiness within any 120-day period. This count resets on the 121st day.

b. Excused Tardiness

- Excused tardiness is determined based on specific circumstances outlined in the company's policy. Employees must provide a valid reason for the delay when notifying management to be considered for excused tardiness.

5. Absenteeism Policy

a. Unexcused Absences

- Employees are not permitted more than 3 unexcused absences within any 180-day period. This count resets on the 181st day.
- An unexcused absence is defined as any absence that does not meet the criteria for an excused absence as outlined in the company's policy.

b. Consequences of Excessive Absenteeism and Tardiness

- **First Violation:** A documented verbal warning will be issued.
- **Second Violation:** A written warning will be issued, with a clear outline of the expectations moving forward.
- **Third Violation:** The employee may face termination of employment.

6. Shift Swapping and Coverage

- Employees are strictly prohibited from reaching out to coworkers to arrange shift swaps or coverage without the explicit consent of management.
- All requests for shift changes must be submitted to and approved by management to ensure that all scheduling decisions are fair, transparent, and in the best interest of client care and company operations.

7. Documentation and Record-Keeping

- All instances of tardiness, absenteeism, and shift changes will be documented by management and maintained in the employee's personnel file.
- Employees are encouraged to maintain open communication with management regarding any potential attendance issues to avoid disciplinary action.

8. Compliance and Enforcement

- Compliance with this Attendance and Absenteeism Policy is essential to the effective operation of Bittachon Care Services Inc. Consistent violations, or a pattern of excessive absenteeism may result in further disciplinary action, including suspension or termination.
- Management will monitor attendance patterns and take appropriate action when necessary to address any concerns.

9. Conclusion

By adhering to this policy, employees contribute to a reliable, professional, and effective work environment, ensuring that Bittachon Care Services Inc. can continue to provide high-quality care and services to our clients.

Conflict of Interest Code of Conduct Policy

1. Purpose

The Conflict-of-Interest Code of Conduct Policy is established to ensure that all employees of Bittachon Care Services Inc. maintain professional boundaries and avoid situations that could lead to conflicts of interest. This policy outlines the expectations regarding the use of personal electronics, conducting personal affairs during work hours, discussing personal or business matters with clients or their guardians, and soliciting services for another company.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees.

3. Restricted Use of Personal Electronics

- Employees are prohibited from using personal electronic devices, including smartphones, tablets, and laptops, during work hours unless it is directly related to their job responsibilities and authorized by management.
- Personal use of electronic devices should be limited to designated break times and must not interfere with the care and services provided to clients.
- Unauthorized use of personal electronics during work hours may result in disciplinary action, including warnings and possible termination.

4. Conducting Personal Affairs During Work Hours

- Employees are not permitted to conduct personal affairs, such as making personal phone calls, sending personal emails, or engaging in any non-work-related activities, during work hours unless explicitly authorized by management.
- Any necessary personal activities should be conducted during designated break times and should not disrupt the employee's duties, or the care provided to clients.
- Engaging in personal affairs during work hours without authorization may result in disciplinary action.

5. Prohibition on Discussing Personal or Business Affairs with Clients or Guardians

- Employees must not discuss their personal or business matters with clients or their guardians. This includes but is not limited to sharing personal problems, business ventures, or financial issues.
- All interactions with clients and their guardians should remain professional, focusing solely on the care and services being provided.

- Employees found discussing personal or business affairs with clients or guardians will be subject to disciplinary action.

6. Solicitation of Services for Another Company

- Employees are strictly prohibited from soliciting or offering services to clients or their guardians on behalf of another company, organization, or personal business. This includes but is not limited to offering alternative care services, selling products, or promoting other business ventures.
- Any attempt to solicit services or promote business interests to clients or guardians represents a conflict of interest and will result in immediate disciplinary action, up to and including termination.
- Employees must disclose any outside employment or business activities to management to ensure there is no conflict with their responsibilities at Bittachon Care Services Inc.

7. Reporting Conflicts of Interest

- Employees are required to report any potential or actual conflicts of interest to management as soon as they become aware of them. This includes situations where the employee's personal interests may interfere with their ability to perform their job duties impartially and effectively.
- Management will review all reported conflicts of interest and take appropriate action to resolve them, which may include reassignment, additional oversight, or other measures to protect the integrity of the company.

8. Consequences of Policy Violation

- Violations of this Conflict-of-Interest Code of Conduct Policy may result in disciplinary action, up to and including termination of employment.
- Employees who engage in unauthorized use of personal electronics, conduct personal affairs during work hours, discuss personal or business matters with clients or guardians, or solicit services for another company will face immediate and appropriate disciplinary measures.

9. Conclusion

By adhering to this Conflict-of-Interest Code of Conduct Policy, employees contribute to a professional, ethical, and focused work environment. Maintaining clear boundaries and avoiding conflicts of interest are essential to upholding the trust placed in Bittachon Care Services Inc. by our clients and their families.

Code of Conduct: Training and Certification Policy

1. Purpose

The Training and Certification Policy is designed to ensure that all employees of Bittachon Care Services Inc. meet and maintain the necessary qualifications and certifications required for their roles. This policy outlines the company's procedures for funding required training, the responsibilities of employees in managing their certifications, and the consequences of failing to meet these requirements.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees.

3. Company-Funded Training and Reimbursement

a. Advance Payment for Training

- As a courtesy, Bittachon Care Services Inc. may advance payment for required training or certification programs on behalf of the employee. This allows employees to obtain necessary qualifications without upfront financial burden.
- Employees are expected to reimburse the company for any funds advanced on their behalf for training or certifications. Specific reimbursement terms will be outlined in a separate agreement provided at the time of training enrollment.

b. Ownership of Certifications

- Any certifications obtained through company-funded training are the property of the employee. Employees are entitled to retain their original certificates and any related documentation.
- Despite the ownership of certifications by the employee, the company is required by Virginia law to maintain copies of all certifications for its records. Employees must provide these copies to management promptly upon receipt of their certification.

4. Employee Responsibilities

a. Scheduling and Attending Recertification

- It is the sole responsibility of the employee to schedule and attend any required recertification or training programs. While the company may, as a courtesy, remind or notify employees of upcoming expiration dates or required training, it is ultimately up to the employee to ensure their certifications remain current.

- Employees should proactively monitor their certification status and take necessary actions to avoid lapses that could impact their ability to work.

b. Failure to Renew Certifications

- Any failure to renew required certifications or obtain necessary training will be considered a voluntary termination of employment. In such cases, the employee will lose their seniority status, and all pending bonuses will be forfeited.
- Employees who fail to maintain current certifications must reapply for their position once they have completed the required training or recertification. Reemployment is not guaranteed and will be contingent upon the availability of positions and the employee's qualifications at the time of reapplication.

5. Consequences of Non-Compliance

- Employees who do not fulfill their responsibility to maintain current certifications and training will face immediate consequences, including the loss of employment status as outlined above.
- In addition to losing seniority and forfeiting bonuses, employees who are voluntarily terminated for failing to maintain certifications will not be eligible for any severance or separation benefits.

6. Record-Keeping and Compliance

- Bittachon Care Services Inc. is legally required to keep accurate and up-to-date records of all employee certifications. Employees must provide the company with copies of all certifications as they are obtained or renewed.
- Management will regularly review certification records to ensure compliance and will notify employees of any discrepancies that need to be addressed.

7. Conclusion

By adhering to this Training and Certification Policy, employees help ensure that Bittachon Care Services Inc. remains in compliance with legal requirements and continues to provide the highest standard of care to its clients. It is essential for employees to take ownership of their professional development and maintain the necessary certifications to perform their roles effectively.

Integrity Code of Conduct

1. Purpose

The Integrity Code of Conduct is established to promote and uphold the highest standards of honesty, ethical behavior, and professionalism among all employees of Bittachon Care Services Inc. This policy ensures that every action taken by our employees reflects the company's commitment to integrity, transparency, and accountability in all aspects of our work.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees, as well as volunteers and anyone acting on behalf of the company.

3. Core Principles of Integrity

a. Honesty and Transparency

- Employees are expected to be honest in all communications, whether with clients, colleagues, management, or external partners. This includes providing accurate information, admitting mistakes, and taking responsibility for one's actions.
- Transparency in decision-making and operations is crucial. Employees should ensure that their actions are clear, understandable, and open to appropriate scrutiny.

b. Accountability

- Every employee is accountable for their actions and decisions. This includes taking ownership of tasks, fulfilling commitments, and addressing any issues or errors promptly and effectively.
- Employees must follow through on promises and obligations, ensuring that they deliver on the expectations set by the company and its clients.

c. Ethical Decision-Making

- Employees are expected to make decisions that align with the ethical standards of Bittachon Care Services Inc. This means considering the impact of actions on clients, colleagues, and the broader community, and choosing the course of action that upholds the company's values.
- In situations where the ethical course of action is unclear, employees should seek guidance from management or a designated ethics officer.
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d. Respect and Fairness

- Employees must treat all individuals with respect, fairness, and dignity. This includes respecting the rights, beliefs, and diversity of clients, colleagues, and the community.
- Fairness should guide all interactions, ensuring that decisions and actions are free from bias, discrimination, or favoritism.

4. Prohibited Conduct

a. Dishonesty and Fraud

- Any form of dishonesty, fraud, or deception is strictly prohibited. This includes falsifying records, providing misleading information, or engaging in any activities that are intended to deceive or manipulate others.
- Employees found engaging in dishonest or fraudulent activities will face disciplinary action.

b. Conflicts of Interest

- Employees must avoid situations where their personal interests' conflict with the interests of Bittachon Care Services Inc. This includes not using their position for personal gain, not engaging in activities that compete with the company, and disclosing any potential conflicts of interest to management.
- Any conflicts of interest must be reported immediately to management, and appropriate actions will be taken to address and resolve the situation.

c. Misuse of Company Resources

- Employees are entrusted with company resources, including time, funds, equipment, and information. These resources must be used responsibly and for their intended purposes.
- The misuse or misappropriation of company resources for personal gain or unauthorized purposes is a serious violation of this policy and will result in disciplinary action.

5. Consequences of Policy Violation

- **First Violation:** A verbal warning will be issued to the employee, clearly explaining the nature of the violation and the expectations for future behavior.
- **Second Violation:** A written notice will be issued, formally documenting the violation and the need for immediate corrective action.
- **Third Violation:** The employee may face termination of employment. This final step reflects the company's commitment to maintaining high standards of integrity and accountability.

- **Gross Neglect:** Acts of gross negligence, such as theft of any kind or fraud involving a client or guardian, are considered severe violations of this policy. Such actions will result in immediate termination of employment. The company has zero tolerance for behavior that compromises the safety, trust, and well-being of clients or the integrity of the organization.

6. Reporting and Addressing Violations

- Employees are encouraged to report any suspected violations of the Integrity Code of Conduct to management or a designated ethics officer. Reports can be made confidentially and without fear of retaliation.
- Bittachon Care Services Inc. will investigate all reported violations thoroughly and fairly. Appropriate actions will be taken to address any confirmed violations, including corrective measures, disciplinary actions, or legal proceedings.

7. Commitment to Continuous Improvement

- Bittachon Care Services Inc. is committed to continuously improving its ethical standards and practices. Employees are encouraged to provide feedback and suggestions on how the company can enhance its commitment to integrity.
- Regular training and updates on ethical standards and integrity practices will be provided to ensure all employees are equipped to uphold the company's values.

8. Conclusion

Integrity is the foundation of the trust that Bittachon Care Services Inc. builds with its clients, employees, and the community. By adhering to this Integrity Code of Conduct, employees contribute to a culture of honesty, accountability, and ethical excellence that is essential to the company's mission and success.

Workplace Harassment Code of Conduct Policy

1. Purpose

The Workplace Harassment Code of Conduct Policy is established to ensure a safe, respectful, and professional work environment for all employees, clients, and visitors of Bittachon Care Services Inc. The company is committed to maintaining a workplace free from all forms of harassment and discrimination. This policy outlines the expectations for behavior, the procedures for reporting violations, and the consequences for engaging in any form of workplace harassment.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees, as well as volunteers, interns, clients, visitors, and anyone acting on behalf of the company.

3. Definition of Workplace Harassment

Workplace harassment includes any unwelcome behavior that creates an intimidating, hostile, or offensive work environment. Harassment can occur between any individuals in the workplace, regardless of their status or position, and includes, but is not limited to:

- **Sexual Harassment:** Unwelcome conduct of a sexual nature, including verbal comments, physical contact, visual displays, or digital communication that is sexually suggestive, offensive, or inappropriate.
- **Verbal Harassment:** Insults, slurs, derogatory comments, or unwelcome jokes related to a person's race, color, religion, gender, sexual orientation, age, national origin, disability, or any other protected characteristic.
- **Physical Harassment:** Unwelcome physical contact or aggressive behavior, including hitting, pushing, shoving, or any other form of physical intimidation.
- **Visual Harassment:** The display or circulation of offensive or demeaning images, cartoons, posters, or written material that is intended to harass or intimidate.
- **Psychological Harassment:** Behavior that causes emotional distress, such as bullying, threats, intimidation, or any other actions that undermine an individual's dignity or well-being.
- **Digital Harassment:** Sending or sharing offensive, threatening, or unwelcome messages, images, or videos through email, text message, social media, or any other digital platform.

4. Prohibited Conduct

- **Unwelcome Behavior:** Any unwelcome behavior that creates a hostile or offensive work environment is strictly prohibited. This includes, but is not limited

to, sexual advances, discriminatory remarks, bullying, and any other form of harassment.

- **Quid Pro Quo Harassment:** Offering employment benefits, promotions, or favorable treatment in exchange for favors (sexual or otherwise), or threatening negative consequences for refusing such advances, is forbidden.
- **Retaliation:** Retaliating against any employee who reports harassment or participates in an investigation is strictly prohibited. This includes any form of intimidation, threats, or adverse actions against the reporting individual.

5. Reporting Workplace Harassment

- **How to Report:** Any employee who believes they have been subjected to workplace harassment, or who witnesses such behavior, should report the incident immediately to their supervisor, the HR department, or a designated company officer. Reports can be made in person, in writing, or through a confidential reporting system.
- **Confidentiality:** All reports of harassment will be handled with the utmost confidentiality to the extent possible, consistent with the need to conduct a thorough and impartial investigation.
- **Investigation Process:** The company will promptly and thoroughly investigate all allegations of harassment. Both the complainant and the accused will have the opportunity to present evidence. The investigation will be conducted impartially, and appropriate actions will be taken based on the findings.

6. Consequences of Policy Violation

- **Disciplinary Action:** Any employee found to have engaged in workplace harassment will be subject to disciplinary action, up to and including termination of employment. The severity of the action will depend on the circumstances and nature of the violation.
- **Gross Neglect:** Severe cases of harassment, such as physical assault, sexual assault, or other forms of gross neglect, will result in immediate termination of employment.
- **Legal Action:** In addition to internal disciplinary measures, the company may refer incidents of harassment to law enforcement or take other legal actions as necessary.

7. Protection Against Retaliation

- **No Retaliation:** Bittachon Care Services Inc. strictly prohibits any form of retaliation against individuals who report harassment or participate in an investigation. Employees who believe they have been subjected to retaliation should report it immediately to their supervisor or the HR department.
- **Consequences for Retaliation:** Any employee found to have engaged in retaliatory behavior will face disciplinary action, up to and including termination of employment.

8. Conclusion

Bittachon Care Services Inc. is committed to fostering a safe, respectful, and inclusive work environment where all individuals are treated with dignity. By adhering to this Workplace Harassment Code of Conduct Policy, employees contribute to a workplace that upholds the highest standards of professionalism and respect for all.

Dress Code Code of Conduct Policy

1. Purpose

The Dress Code Code of Conduct Policy is established to ensure that all employees of Bittachon Care Services Inc. present themselves in a professional and appropriate manner that reflects the company's standards. The policy outlines acceptable attire and the consequences for failing to adhere to these guidelines.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees.

3. Dress Code Guidelines

a. Acceptable Attire

- **Casual Dress:** Employees are allowed to dress casually, including wearing jeans, as long as the clothing is neat, clean, and in good repair.
- **Company-Assigned Shirts:** Employees are required to wear company-assigned shirts during working hours, unless they are unavailable. These shirts should be clean and well-maintained.
- **Footwear:** Casual shoes are acceptable, but they must be closed toe and appropriate for the work environment. No flip-flops or excessively worn footwear is allowed.

b. Prohibited Attire

- **Inappropriate Tops:** Low-cut V-neck shirts, tight-fitting tops, and any clothing that is revealing or otherwise deemed inappropriate for the workplace are prohibited.
- **Offensive Clothing:** Clothing with offensive language, images, or slogans is not permitted.
- **Overly Casual or Distracting Attire:** Pajamas, workout attire, or any clothing that could be considered distracting or unprofessional is not allowed.

4. Consequences of Policy Violation

- **First Violation:** The employee will be sent home to change into appropriate attire and will receive a verbal warning. The time away from work to correct the dress code violation will not be compensated.
- **Second Violation:** The employee will receive a written notice documenting the repeated violation. The written notice will be placed in the employee's personnel file.
- **Third Violation:** The employee will receive a final warning, which may result in immediate termination of employment. The severity of this consequence reflects the importance of adhering to the company's dress code standards.

5. Conclusion

Maintaining a professional appearance is essential to the image and reputation of Bittachon Care Services Inc. Adhering to the Dress Code Code of Conduct Policy helps ensure a consistent and respectful work environment. Employees are expected to always comply with these guidelines, and repeated violations will be addressed in accordance with the disciplinary measures outlined above.

Human Rights Code of Conduct Policy

1. Purpose

The Human Rights Code of Conduct Policy is established to affirm Bittachon Care Services Inc.'s commitment to upholding and respecting the fundamental rights of all individuals. The company recognizes the inherent dignity and worth of every person and is dedicated to maintaining a work environment where human rights are protected and promoted. This policy outlines the expectations for behavior regarding human rights and the consequences for any violations.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees, as well as volunteers, interns, clients, visitors, and anyone acting on behalf of the company.

3. Human Rights Standards

- **Respect and Dignity:** All employees are expected to treat clients, colleagues, and anyone they interact with during their work with respect and dignity, regardless of race, color, religion, gender, sexual orientation, age, national origin, disability, or any other characteristic protected by law.
- **Non-Discrimination:** Discrimination in any form is strictly prohibited. This includes actions or behaviors that marginalize, exclude, or disadvantage individuals based on their personal characteristics or beliefs.
- **Freedom from Harassment:** All employees have the right to work in an environment free from harassment, bullying, or any form of abuse. This includes verbal, physical, psychological, and digital harassment.
- **Right to Privacy:** Employees and clients have the right to privacy. Personal information must be handled with confidentiality and care, ensuring that it is only used or shared in accordance with legal and ethical standards.

4. Reporting Human Rights Violations

- **How to Report:** Any employee who believes that their human rights, or the rights of others, have been violated should report the incident immediately to their supervisor, the HR department, or a designated company officer. Reports can be made in person, in writing, or through a confidential reporting system.
- **Confidentiality:** All reports of human rights violations will be handled with the utmost confidentiality to the extent possible, consistent with the need to conduct a thorough and impartial investigation.
- **Investigation Process:** The company will promptly and thoroughly investigate all allegations of human rights violations. Both the complainant and the accused will have the opportunity to present evidence. The investigation will be conducted impartially, and appropriate actions will be taken based on the findings.

5. Consequences of Policy Violation

- **First Violation:** Any employee found to have violated the Human Rights Code of Conduct will be required to undergo immediate coaching and retraining to address the behavior and reinforce the company's commitment to human rights.
- **Second Violation:** A second violation of the Human Rights Code of Conduct will result in the immediate termination of employment. The company takes any human rights violation seriously and does not accept or tolerate any behavior that undermines the dignity, respect, or rights of others.

6. Zero Tolerance Statement

Bittachon Care Services Inc. takes any human rights violation seriously and maintains a zero-tolerance policy for such behavior. The company is committed to creating a work environment where all individuals feel safe, respected, and valued. Any actions that compromise this environment will be addressed swiftly and decisively.

7. Conclusion

By adhering to this Human Rights Code of Conduct Policy, employees contribute to a culture of respect, equality, and dignity at Bittachon Care Services Inc. The company's commitment to human rights is unwavering, and all employees are expected to uphold these principles in their daily work.

Medication Administration Code of Conduct Policy

1. Purpose

The Medication Administration Code of Conduct Policy is established to ensure the safe, accurate, and ethical administration of medications to clients at Bittachon Care Services Inc. This policy outlines the procedures and responsibilities for employees involved in medication administration and emphasizes the importance of adhering to best practices to protect the health and well-being of clients.

2. Scope

This policy applies to all employees of Bittachon Care Services Inc. who are authorized to administer medications, including full-time, part-time, temporary, and contract employees.

3. Employee Responsibilities

a. Authorization and Training

- Only employees who have received proper training and certification in medication administration are authorized to administer medications to clients.
- Employees must be familiar with the specific medications, dosages, and administration procedures for each client they serve.
- Ongoing training and recertification are required to ensure that all employees maintain their competency in medication administration.

b. Medication Handling

- Medications must be stored securely, in a locked and designated area, accessible only to authorized personnel.
- Employees must follow the “Five Rights” of medication administration:
 1. Right Client
 2. Right Medication
 3. Right Dose
 4. Right Time
 5. Right Route
- Medications should be prepared immediately before administration and should never be left unattended.

c. Documentation

- Employees must document the administration of all medications immediately after the task is completed. This includes recording the date, time, dosage, route, and any observations related to the administration.
- Any missed doses, errors, or client refusals must be documented immediately and reported to the supervisor.
- Proper documentation also includes noting any side effects or adverse reactions and informing the client's healthcare provider as necessary.

d. Client Safety

- Employees must observe clients for any side effects or reactions after administering medication and take appropriate action if any concerns arise.
- In the event of a medication error, employees must follow the company's protocol for reporting and managing the error, including notifying a supervisor and seeking medical attention for the client if needed.
- Employees must never alter, withhold, or substitute medications without explicit authorization from a healthcare provider.

4. Ethical Standards

- **Client Consent:** Employees must ensure that clients (or their guardians) are informed about the medications they are receiving, including the purpose, potential side effects, and any other relevant information.
- **Confidentiality:** All information regarding a client's medication and health status must be kept confidential and shared only with those who have a legitimate need to know.
- **Professional Integrity:** Employees must administer medications according to the prescribed orders and ethical standards. Any pressure to deviate from these standards must be reported to a supervisor immediately.

5. Consequences of Policy Violation

- **First Violation:** Any violation of this Medication Administration Code of Conduct will result in immediate coaching and retraining to ensure understanding and compliance with the policy.
- **Second Violation:** A second violation will lead to further disciplinary action, up to and including suspension or termination, depending on the severity of the violation.
- **Serious Violations:** Any act that endangers a client's health or safety, such as willful neglect, tampering with medication, or gross misconduct, will result in immediate termination and potential legal action.

6. Reporting and Accountability

- **Incident Reporting:** All incidents involving medication administration, including errors, adverse reactions, or refusals, must be reported immediately using the company's incident reporting system.
- **Review and Monitoring:** Management will regularly review medication administration practices to ensure compliance with this policy and identify any areas for improvement.

7. Conclusion

Adhering to this Medication Administration Code of Conduct is essential to ensuring the safety and well-being of the clients at Bittachon Care Services Inc. Employees are expected to follow all procedures and maintain the highest standards of professionalism and integrity in the administration of medications.

Code of Conduct Policies: Acknowledgment and Closure Statement

By signing below, I acknowledge that I have received, reviewed, and understand the Code of Conduct policies provided by Bittachon Care Services Inc. I recognize the importance of adhering to these policies to maintain a professional, respectful, and safe work environment.

I am aware that it is my responsibility to familiarize myself with the contents of these policies and to seek clarification from management if there are any aspects that I do not fully understand or if I require further transparency on any specific policy.

I understand that compliance with these Code of Conduct policies is a condition of my continued employment with Bittachon Care Services Inc., and I agree to uphold the standards and expectations outlined within them.

Employee Name: _____

Employee Signature: _____

Date: _____