

**Clermont Senior Services
Home Options Program (HOP)
Code of Ethics**

HOP Provider Employees Shall Not:

- Use the customer's personal property without the customer's consent including using the customer's telephone for personal calls and bathroom facilities.
- Consume the customer's food and beverage.
- Eat food brought to the customer's home without customer's consent.
- Forge customer's signature and falsify documentation.
- Bring friends, relatives, pets or any unauthorized individual to the customer's home.
- Transport customer away from home or take customer to the provider's place of residence. (In certain circumstances accompanying a customer to a medical appointment may be approved, if authorized by Clermont Senior Services HOP Case Manager.)
- Breach customer's privacy or divulge information.
- Consume or be under the influence of alcoholic beverages, medicine, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use and/or in any way that impairs the provider in the delivery of services to the customer while in the customer's home or prior to service delivery.
- Smoke in the customer's home.
- Purchase alcohol or tobacco products for customers.
- Discuss personal problems, religious or political beliefs with the customer and others in the care setting.
- Steal, borrow, accept, obtain or attempt to obtain money or anything of value, including gifts or tips from the customer, household members and family members of the customer or caregiver.
- Provide care to individuals other than the customer.
- Watch television, play computer or video games, text message/engage in personal phone conversations or engage customer in idle conversation unless authorized by service specification and/or HOP Case Manager plan. (i.e. Respite care.)
- Engage in non-care related socialization with individuals other than the customer.
- Sleep at the customer's residence.
- Engage in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether or not the conduct is consensual with the customer.
- Engage in behavior that may reasonably be interpreted as inappropriate involvement in the customer's personal relationships.
- Be designated to make decisions for the customer in any capacity involving a declaration for mental health, treatment, power of attorney, durable power of attorney, or guardianship.
- Selling to or purchasing from the customer products or personal items.

- Engage in behavior that constitutes a conflict of interest or takes advantage of or manipulates Home Options Program services resulting in an unintended advantage for personal gain that has detrimental results for the customer, customer's family or caregivers, or another provider.

- Engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the customer.
- Leave the home for a purpose not related to the provision of services without notifying the agency supervisor, the customer's emergency contact person, any identified caregiver, and/or the customer's Clermont Senior Services HOP Case Manager.
- Provide direct care services contracted through the Clermont Senior Services Home Options Program to family members/relatives.
- Retain keys to customer's home, mailbox, vehicle or other personal property except during direct service delivery. Keys must be returned at the end of each service event.
- Make visits to customer during non-work hours to provide services or socialization.
- Offer advice regarding medications, health or medical problems.
- Provide authorized services when customer is not at home.

I have read and agree to abide by the Home Options Program Code of Ethics while providing services to Clermont Senior Services' Home Options customers.

Signature:

Date: