



SINGLETON MOMS COMMUNICATIONS CODE OF CONDUCT POLICY

Communication Practices

Singleton Moms encourages open lines of communication both positive and negative providing the communication is delivered in a respectful, constructive, non-threatening or elevated manner. It is the goal of the organization to protect the families we serve, the Board of Directors, Singleton Staff and the Volunteers who give of themselves while balancing a consistent message to all of the fore mentioned.

Singleton Moms has implemented policies and procedures that have been carefully considered and adopted by the Board of Directors and staff. Grievances or concerns surrounding these subjects, policies and/ or procedures are not grievable and will be consistently addressed as stated below.

1. The organization reserves the right to modify programs as the staff, Board of Directors and funding directs. Funding for all of our programs is reliant on contributions from our community and is in no way guaranteed.
2. Volunteers having direct involvement with the families we serve are screened and trained via our Volunteer Orientation and in some cases additional training by Singleton Moms Program Coordinator as necessary. Additionally, Singleton Moms prides itself on being a family oriented organization that encourages and allows our volunteers to involve their minor children in most of our volunteer opportunities such as; Care Team Cleanings, Singleton Kitchen, Bare Necessities and special events/ fundraising.
3. Singleton Moms Board of Directors as well as the organization's finance committee adopt and modify, when necessary, an annual budget based off of previous trends and sustainable income. Additionally, Singleton Moms contracts a private accounting firm to annually review our financials to ensure we are following all accounting practices in accordance with Statements of Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants.

Communications Code of Conduct Expectations

1. Questions, comments and concerns should be addressed to the Singleton Moms Program Coordinator via email or by calling the Singleton Moms Office.
2. If you wish to file a more formal grievance that will be followed up by the Singleton Moms Executive Director, our Standardized Grievance Form can be found on the Singleton Moms website under Our Story/ Our Documents.
3. All phone calls, emails and forms will be addressed during normal Singleton Moms business hours. Grievances or concerns will be followed up within 3-5 business days. Singleton Moms office hours are M-F 9 am- 2pm and the 3rd Saturday of the month from 10 am – 2pm.
4. All correspondence should be made in a courteous, respectful and non-elevated tone.



Code of Conduct Infractions

For purposes of this document “disparage” shall mean any negative/ disrespectful statement, reviews, comments or feedback whether written or oral about Singleton Moms; its staff, board of directors, volunteers, donor’s or the families the organization serves.

The families/ parents we serve as well as the Board of Directors, Singleton Staff and the Volunteers agree not to disparage Singleton Moms or make or solicit any comments to the media or others that may be considered derogatory or detrimental to the name or reputation of Singleton Moms. Instead you are given the opportunity to address the Program Coordinator or file a formal grievance via Singleton Moms Standardized Grievance Form that will be reviewed and followed up by the Executive Director.

We recognize that due to the emotional nature of the Singleton Moms mission issues can arise that could cause concern. Though, in order to provide the best services and experiences possible Singleton Moms feels respectful communications is imperative.

Should a member of Singleton Moms feel as though they or the organization has been disparaged the resolution of such action shall be:

1. Verbal discussion with Singleton Moms Program Coordinator
2. A certified letter, from the Executive Director, and final warning along with detailed expectations regarding a change in behavior.
3. Ineligibility to serve or receive services from Singleton Moms. Appeals will be reviewed upon request after six months from the time of the last infraction.