# HANK SERVICES
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## Code of Conduct for HANKServices.org

**Mission Statement:**
To enhance the quality of life for seniors by providing companionship and assistance with everyday chores through a structured program involving local teens.

**Core Values**:
1. Respect: Treat all individuals with dignity and consideration.
2. Compassion: Show empathy and understanding towards the feelings and needs of others.
3. Integrity: Act honestly and responsibly in all interactions.
4. Collaboration: Work together to achieve our mission and support one another.

**Expectations for Participants**:
1. Respectful Communication:
   - Always use polite and friendly language.
   - Listen actively and give full attention during conversations.

2. Punctuality and Reliability:
   - Arrive on time for scheduled meetings and job assignments.
   - Notify the senior or organization in advance if you are unable to fulfill a commitment.

3. Safety First:
   - Prioritize the safety and well-being of yourself and others.
   - Follow all safety guidelines provided for tasks and activities.

4. Zero Tolerance for Drugs and Alcohol:
   - The use of drugs and alcohol is strictly prohibited during all program-related activities by both teens and seniors.
   - Violations of this policy will result in immediate removal from the program.

5. Confidentiality:
   - Respect the privacy of all participants. Do not share personal information without consent.
   - Maintain confidentiality regarding any sensitive topics discussed.

6. Non-Discrimination:
   - Treat everyone equally, regardless of age, race, gender, religion, or background.
   - Create an inclusive environment where everyone feels welcome.

7. Feedback and Improvement:
   - Be open to giving and receiving constructive feedback.
   - Continuously seek ways to improve the experience for both teens and seniors.

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8. Conflict Resolution:
   - Address any conflicts or issues respectfully and directly with the involved parties.
   - Seek assistance from a program coordinator if resolution is not possible.

9. Responsibility for Actions:
   - Take responsibility for your actions and their impact on others.
   - If mistakes are made, acknowledge them and work towards a solution.

**Consequences for Violating the Code of Conduct:**
Violations of this code may result in a range of consequences, including a verbal warning, written reprimand, or termination of participation in the program, depending on the severity of the violation.

**Acknowledgment:**
By participating in HANKServices.org you agree to adhere to this Code of Conduct and help create a positive and supportive environment for all.


_____
               Senior/Teen


_____
           Parent/Guardian of Teen