



## CODE OF ACCEPTABLE CONDUCT

Mission of Mercy Pittsburgh's (MOMPGH), part of a Call to Care, Inc. 501 c 3 (ACTC), mission is to provide compassionate and free dental care to the underserved in our communities. This mission would not be achieved without the commitment of dedicated volunteers and leaders of MOMPGH. We will always strive to provide quality dental care and a compassionate caring environment for our patients.

The Code of Acceptable Conduct (Code) has been designed to ensure that those involved in MOMPGH provide a rewarding, positive experience for all – patients, volunteers, leaders, and the community. The Code encourages behaviors that reinforce our strong values of integrity, caring and compassion and applies to all those who serve in helping us achieve our mission.

### Conduct we encourage:

1. Always treat our patients, volunteers, and each other with compassion, honesty, integrity, respect, and kindness.
2. Promote and support the mission and objectives of MOMPGH.
3. Ensure a positive and valued experience for those receiving services.
4. Respect for and maintenance of the confidentiality of patient information.
5. Be responsible for your actions and decisions and act according to the intent of the training provided to you.
6. Adhere to all MOMPGH and ACTC policies and procedures and support decisions.
7. Ensure that you do not exceed authority of your position as a volunteer or employee.
8. Report any concerns or inappropriate behavior to MOMPGH leads.
9. Have fun and enjoy yourself.

### Conduct we avoid:

1. Lack of respect for other volunteers, MOMPGH leaders, patients etc.
2. Possessing or using lethal weapons while acting on behalf of MOMPGH and ACTC.
3. Willfully damaging MOMPGH property or other property in use by MOMPGH.
4. Abusive or violent behavior such as yelling, fighting or threatening, attempting, or inflicting bodily harm.
5. Theft, dishonesty, fraud or other violations of normal standards of ethics.
6. Falsification of documents.
7. Consuming alcohol and or drugs prior to or during the MOMPGH event.
8. Being in an inebriated or incapacitated state while serving on behalf of MOMPGH.
9. Intentional or negligent actions that compromise the safety and integrity of others or our mission.
10. Blatant disregard of or willful refusal to adhere to practices and or procedures which are intended to ensure safety and or quality and ensure compliance with government regulations.
11. Violation of or disregard for MOMPGH, ACTC policies.
12. Engaging in conduct that could impact the MOMPGH, ACTC negatively.
13. Engaging in conduct that is or could be perceived as a conflict of interest.