## CONFLICT OF INTEREST

* As a registered non-profit charity, the Mission must and will maintain the public trust. No employee of the Mission should ever derive any personal gain because of his/her work relationship with the Mission and its clients or donors (except for salary, wages and benefits).
* A conflict of interest is deemed to exist whenever an employee is in a position, as a result of the nature or responsibilities of his or her employment with the Mission, to further any personal financial or material interest of the employee or a member of the employee’s immediate family at the expense or to the detriment of the Mission, any of its clients or donors; or in such a manner as to adversely affect or limit the employee’s ability to carry out his or her responsibilities. For purposes of this Employee Handbook the term “immediate family” shall mean the employee’s spouse, siblings, parents and children.
* All employees, both full-time and part-time, of the Mission are not to engage in any activity through which they collect money from or for clients or guests, or former clients for a reason other than Mission business. For purposes of this Employee Handbook, “former clients” shall mean clients who have left the Mission within the past year. Mission business means:
* putting a client’s money in the safe for storage and returning to him, in full, later with a receipt given to the client);
* collecting payment from a client for damages to the Mission, which will be handled by the client’s department head and the Finance Department, with written documentation to the client’s file;
* a free-will donation to the Mission, recorded as such, and for which a receipt will be given or mailed to the donor;
* acting as an authorized Representative Payee for a client (for example, under U.S. Social Security Administration guidelines).
* Employees shall not receive anything of value, including but not limited to money, from, or on behalf of, a client or a client’s family.
* Employees shall not sell any product or service for or to Mission clients, for which the employee or the employee’s immediate family member collects any money and/or gains a profit. This includes but is not limited to:
* selling an automobile;
* selling life insurance, health care insurance or financial products;
* collecting rent for a room or apartment or any dwelling;
* selling consumer products such as soap, cassette tapes, clothing, etc.;
* any multi-level products or systems;
* crafts and homemade goods; and
* collecting fees for professional services such as counseling, insurance, legal advice, etc.

*The degree of profit or even loss on a sale or financial transaction does not guide this policy. There simply will be no transactions with clients involving money or bartered goods, services or labor.*

* Employees will not make personal loans to clients of money, or personally pay any fine or bill on behalf of a client. Loaning money means that there must be a repayment to the employee, and this will give the appearance of impropriety, and increase the risk of damaging client-employee relations. Paying fines is the responsibility of the client alone, and the appropriate counselor or department director will assist the client in handling problems which the client may have in meeting these obligations.
* Employees are not permitted to make “designated donations” to the Mission for the purpose of assisting a named and designated client with financial needs. Client financial needs are to be referred to the appropriate counselor or department director for execution in adherence with the Mission’s financial policies and procedures.
* Employees are not to purchase anything from a client. No matter what an item is purchased for, the client may eventually say he was forced to sell it for less than its true worth, to keep his shelter privileges.
* Employment of a client. Neither employees nor any member of the Board of Directors (or the immediate family member of either) should employ a client for any purpose, until at least one (1) year after the client has ended his use of any and all Mission services such as meals, counseling, etc.
* Employees of the Mission are not to be used as employment or character references by any client or former client.
* Employees are not to make personal or non-Mission use of the Mission’s lists of donors, or any donor information. Donor lists and all fund-raising information are confidential, and are never used for any purpose outside the Mission (Mission lists are never rented or lent to other organizations or companies for any purpose). Mission employees are prohibited from approaching donors for the purpose of soliciting for other charities, groups, clubs, churches, special fund drives or for business financing or loans, or to sell products. It is possible that an employee could have accidental or inadvertent contact with a Mission donor for such purposes. Employees must report such cases to the Administration, in writing, within three (3) calendar days of learning of the donor’s relationship with the Mission.