



## **Code of Ethics and Conduct**

Hope Inc. will conduct its activities honestly and ethically wherever we operate. We will constantly improve the quality of our services, products, and operations and will create a reputation of honesty, fairness, respect, responsibility, trust and sound judgment. No illegal or unethical conduct on the part of officers, directors, employees or participants is in the organization's best interest. Hope Inc. will not compromise its principles for short-term advantage. The ethical performance of this organization is the sum of the ethics of the men and women who work for Hope Inc. and participate in its activities. Thus, we are all expected to adhere to high standards of personal integrity.

You must promptly report all known or suspected violations of applicable law, regulations, or this Code to the Organization's Chairperson of the Board of Directors or the Executive Director.

### **Organization Opportunities**

Officers, directors and employees owe a duty to the Organization to advance its legitimate interests when the opportunity to do so arises. You are prohibited (without the specific consent of the Executive Director or of the Chairperson of the Board of Directors) from (1) taking opportunities for yourself that are discovered through the use of Organization property, information or your position, (2) using Organization property, information or your position for personal gain, or (3) competing with the Organization directly or indirectly.

Officers, directors and employees will remain personally balanced so that their personal life will not interfere with their ability to deliver quality products or services to the organization and its participants.

### **Conflict of Interest**

Officers, directors and employees of the company must never permit their personal interests to conflict or appear to conflict, with the interests of the organization or its participants. Officers, directors and employees must be particularly careful to avoid representing Hope Inc. in any transaction with others with whom there is any outside business affiliation or relationship. Officers, directors, and employees shall avoid using their Hope Inc. contacts to advance their private business or personal interests at the expense of the organization or its participants.

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#### **Organization Gifts and Entertainment**

No bribes, kickbacks or other similar remuneration or consideration shall be given to any person or organization in order to attract or influence the organization's activity. Officers, directors, and employees shall avoid gifts, gratuities, fees, bonuses or excessive entertainment, in order to attract or influence the organization's activities.

#### **Protection and Proper Use of Organization Assets**

Officers, directors and employees of Hope Inc. will often come into contact with, or have possession of, confidential or organization-sensitive information and must take appropriate steps to assure that such information is strictly safeguarded. This information – whether it is on behalf of our organization or any of our participants – could include strategic plans, operating results, personnel records and participant information. Confidential and sensitive information about the organization and individuals should be treated with sensitivity and discretion and only be disseminated on a need-to-know basis.

Officers, directors and employees have a collective responsibility for safeguarding and making proper and efficient use of Hope Inc.'s assets. You have an obligation to prevent loss, damage, misuse, theft, embezzlement or destruction of Hope Inc.'s tangible and intangible property.

#### **Accuracy of Organization Records**

Officers, directors, and employees will seek to report all information accurately and honestly, and as otherwise required by applicable reporting requirements.

#### **Personal Behavior**

Hope Inc. is committed to providing equal opportunity in employment and will not tolerate illegal discrimination or harassment during its activities.

To maintain a positive and safe environment in an atmosphere of trust and respect, HOPE, Inc. employees, participants, parents, family members, friends, coaches and volunteers will not use inappropriate language, intimidate, belittle, threaten, use derogatory comments, challenge fellow participants, staff, volunteers, families of HOPE, Inc. or the public or make unwanted physical, verbal or sexual advances on others in the workplace or during any activity provided by Hope Inc.

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Should any situation or issue arise at any HOPE, Inc. related event, we ask that you bring your concerns directly to a HOPE, Inc. Board member, Executive Director or Program Manager. Parents, volunteers or spectators who do attempt to intervene and do so inappropriately, will also be considered in violation of our HOPE, Inc. behavior policy and the same consequences for their violations will be applied.

1<sup>st</sup> infraction will result in a verbal warning

2<sup>nd</sup> infraction will result in being asked to leave the activity

3<sup>rd</sup> infraction will not be allowed to attend any HOPE, Inc. sponsored activities for 60 days.

*Fees will NOT be refunded if loss of participation privileges occurs.*

### **Alcohol/Drugs**

For the safety and well-being of our athletes, volunteers & coaches, there will be no drinking of alcoholic beverages or use of illegal drugs by athletes, participants, coaches or volunteers before or during practices, games or at ANY HOPE, Inc. sponsored activities.

1<sup>st</sup> infraction: If a participant has been found to have been drinking alcohol or other illegal substances and/or is showing signs of impairment, the Executive Director, Program Manager, Coach or HOPE, Inc. Board member on site should be notified immediately to remove the said participant from the activity.

2<sup>nd</sup> infraction results in loss of participation privileges of ALL HOPE, Inc. for 60 days.

3<sup>rd</sup> infraction may result in further disciplinary action up to permanent loss of membership to Hope Inc. and/or access to the activities/events as a spectator.

*Fees will NOT be refunded if loss of participation privileges occurs.*

### **Weapons**

No participant, staff member, volunteer, family member, or the public is allowed to have or carry a weapon to any Hope Inc. led activity and weapons are not allowed on the Hope Inc. office premises.

Weapons include, but not limited to guns, knives, blades, explosives, and chemicals that have the intent to harm someone.

This policy applies at any event/activity hosted by Hope Inc. whether a person has a concealed weapon permit or not. The one exception to this policy is for law enforcement. Due to the requirements/nature of their job, law enforcement is exempt from this policy.

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If one does not adhere to this policy, consequences are as follows:

1st infraction: If the person is found to be out of compliance with the policy, the Executive Director, Program Manager, Coach or HOPE, Inc. Board member on site should be notified immediately to remove the said person from the activity/event/office premises.

2nd infraction results in loss of participation privileges or as a spectator of ALL HOPE, Inc. activities for 60 days.

3rd infraction results in permanent loss of membership to Hope Inc. and/or access to the activities/events as a spectator.

*Fees will NOT be refunded if loss of participation privileges occurs.*

### **Reporting any Suspected Illegal or Unethical Behavior**

Officers, directors, employees and participants agree to disclose unethical, dishonest, fraudulent and illegal behavior or the violation of Hope Inc's policies and procedures, directly to the Executive Director or Chairperson of the Board of Directors.

### **Grievances**

There may be times when an individual or family may have concern for the behavior of staff or individuals associated with Hope Inc. (i.e. paid staff, volunteers, or board members). It is always best if these issues can be resolved by the parties involved. The reason for this policy is for those instances when these situations cannot be resolved in this way.

If an individual perceives conduct by one or more of the above individuals to have been abusive or offensive and is unable to resolve this, the following information will be necessary to move forward with a grievance:

1. The name of the person(s) who have a concern
2. The name of the person(s) whose behavior is alleged to be abusive/offensive
3. Who knows about this
4. What happened
5. The date and time of the incident(s)
6. What efforts were taken in an attempt to resolve the concern
7. What does the aggrieved person want to see happen

The grievance should be written, prepared, and submitted by the person expressing the concern.

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In most instances, the grievance may be brought directly to the Executive Director. The Executive Director will review the concern for immediacy and determination of what needs to happen. There will be communication with those involved within 48 hours of receipt of the grievance. Resolution of the matter will occur within ten working days (working days are considered Monday through Friday) from the date the grievance was filed with the Executive Director. The nature of the grievance will determine whether a written summary is necessary (i.e. correction plan is developed, dismissal of staff, etc). To conclude the process, both parties will be informed of the finding of the review.

There may be instances in which there could be a perceived conflict of interest if the grievance involves a board or staff member. In these instances, the grievance should be given directly to the President of the Board who will call for a special meeting of the BOD within 48 hours of the notice. The President will notify the Executive Director that a concern has been received. The Board of Directors will meet to discuss the concern and discuss how to proceed. If further review or interviews are necessary, the Board of Directors will be responsible to complete this. Once a full accounting of the grievance is known, a summary will be completed by the HR committee. A meeting of the Board of Directors will be convened to discuss the results and to make final decisions. Both the person(s) filing the concern and the Executive Director will be notified of the conclusion and any action to be taken. The written summary of the incident and conclusion will be kept by the Board of Directors in the personnel file regarding the Executive Director. This entire process will ideally be completed within ten working days. In the event there is additional time necessary to complete the review, the person(s) having concern as well as the Executive Director will be informed of this and what may be an anticipated completion date.

### **Fundraising**

In the financial interest of HOPE, Inc., we ask that any family who is planning on asking businesses for donations to meet fundraising goals or for travel expenses to attend team HOPE, Inc. sporting events to contact Bill Grommesh (Executive Director) prior to initiating contact with businesses.

We have established relationships with many corporations/businesses who generously donate to keep our organization afloat and keep the program activity fees low. Reaching out to a business prior to contacting Hope Inc. could result in “double-dipping” and asking a business twice and potentially jeopardize the funding sources we have secured for operating expenses.

### **Sled Hockey External Athletes**

Weekly Saturday and Sunday sled hockey practices are open to athletes that are registered with USA Hockey and rostered with HOPE, Inc. The exception to this rule is for athletes that have an approved waiver to play with a HOPE, Inc. sled hockey team in a sled hockey event that their team is not participating in.

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Wednesday evening sled hockey practices are open to anyone who is registered with USA hockey that would like to get additional ice time, or to provide those in our community the opportunity to try the sport of sled hockey. Athletes who wish to practice will be charged a fee for each week they participate. This fee is determined by the number of athletes participating and the amount of outside funding HOPE, Inc. has received to help cover the cost of the ice time rental.

### **Medical Insurance**

Hope Inc. recommends everyone have some form of insurance in the event of an accident. Hope Inc. does require all volunteers and participants to sign our Liability Waiver form found on our website, [hopeinc.org](http://hopeinc.org).

In the event of an accident during a Hope Inc sponsored activity, the coach, staff or adult supervising that activity must assess the situation and call 911 if it is a serious medical concern. Once the participant is secure and free from any further injury, they will notify the parent(s) of anyone under 18, the personal aide or another supervising adult for the injured person. Hope Inc. staff and volunteers will aide to the best of their ability until professional medical support arrives.

All injuries are required to be documented and reported to the Hope Inc. Program Manager or the Hope Inc. office within 48 hours for our liability insurance requirements.

### **Concussions**

If a Hope Inc. participant is suspected of sustaining a head injury and/or concussion, he/she shall be immediately removed from play. The participant will not be allowed to return to any activity until the player is cleared by a physician trained in concussion management. Parent/Guardian (if participant is under 18) or participant must provide a written copy of the physician's clearance to return to normal activities. Please review the links below for common practice protocols.

[Concussion Information \(usahockey.com\)](http://usahockey.com)

[Sports Concussion Policies and Laws | HEADS UP | CDC Injury Center](#)

### **Accountability for Adherence to the Code**

Violations of this Code of Ethics and Conduct can result in discipline, including possible termination for officers, directors or employees or termination of rights to attend activities for participants. The degree of discipline relates in part to whether there was a voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

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If there are any questions or concerns with policies, please contact one of the Hope Inc. staff or Board Members.

**Approved September, 2021**