



## **CODE OF CONDUCT**

### **SUMMARY (Draft)**

#### **1. Safe and Ethical Services**

Provide information and legal services in a safe, ethical, and responsible manner.

#### **2. Informed Consent**

Obtain clear and informed consent before delivering any legal services to clients.

#### **3. Client Participation**

Promote the client's right to participate in decisions that affect their application for international protection or access to other services.

#### **4. Accurate Representation**

Do not misrepresent your qualifications, training, expertise, skills, or services that you can competently provided.

#### **5. Financial Integrity**

Do not financially exploit clients.

#### **6. Professional and Ethical Conduct**

Interact professionally and ethically with the public, colleagues, and other agencies.

#### **7. Reporting Concerns**

Report any concerns regarding the conduct of other service providers or the quality of the services that they provide.

#### **8. Addressing Adverse Events**

Take appropriate action in response to any adverse events that may affect clients.

#### **9. Client Welfare**

Adopt standard precautions to ensure the welfare and safety of clients.

#### **10. Risk Mitigation**

Take necessary steps to avoid placing clients at risk.

#### **11. Substance-Free Services**

Do not provide services under the influence of alcohol or unlawful substances.

#### **12. Health and Capacity**

Refrain from providing services if suffering from physical or mental impairment that could endanger clients or compromise the quality of services.

#### **13. Professional Boundaries**

Do not engage in sexual misconduct or inappropriate language or behavior with clients or colleagues.

#### **14. Legal Compliance**

Comply with all applicable laws and regulations.

#### **15. Documentation Standards**



Adhere to appropriate documentation standards for all client interactions. 1

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### **16. Client Feedback and Complaints**

Ensure that the client is informed of the process for providing feedback or lodging a complaint.

*If you believe that a member of our Team, has failed to meet these standards, please contact one of the following email addresses:*

*Mary Wenker – President [contact@marywenker.com](mailto:contact@marywenker.com)*

*Rakel Seser – Secretary [rakelseser@gmail.com](mailto:rakelseser@gmail.com)*

*Sheila Cross – Treasurer and Team Leader [board@assistchios.info](mailto:board@assistchios.info)*

