



Access Alaska, Inc. Consumer Code of Conduct

Access Alaska, Inc. places the utmost importance on ensuring a safe and comfortable community environment for all we serve. Access Alaska, Inc. will provide services to consumers of any race, disability, age, religion, ethnicity, sex, gender identity, sexual orientation, or economic status in a respectful and professional manner. Access Alaska, Inc. will work alongside you as a partner to obtain your personally defined goals.

By engaging with Access Alaska, Inc., you are agreeing to adhere to the following expectations:

1. I agree to treat staff and anyone I may encounter while engaging with Access Alaska, Inc. with dignity and respect. Access Alaska, Inc. does not tolerate any form of harassment. Additionally, Access Alaska, Inc. does not tolerate speaking or acting in any type of discriminatory manner. Staff may include your family member acting as your direct service provider.
2. I agree that I will not engage in any activities or behavior which compromise the mental, physical, or emotional safety or wellbeing of anyone I may encounter while engaging with Access Alaska, Inc. Access Alaska, Inc. does not tolerate verbal or physical threats or actions of any kind.
3. I agree to maintain the confidentiality of others I may see or hear at Access Alaska, Inc.
4. I agree to actively participate in all aspects of the services I receive. Access Alaska, Inc. is a consumer directed Center for Independent Living and my active participation and cooperation is critical and required.
5. I agree to provide honest and accurate information as it relates to any services I am seeking through Access Alaska, Inc.

By engaging with Access Alaska, Inc., you are confirming understanding of the following:

1. I understand that all Access Alaska, Inc. staff are mandated reporters and are required to report to the State of Alaska, local law enforcement, or applicable authorities to complete incident reporting should staff have reasonable cause to believe that a child or vulnerable adult suffers from abandonment, exploitation, abuse, neglect, or self-neglect.
 - a. Per 7 AAC 125.102; 7 AAC 127.155, and 7 AAC 130.224 I understand that Access Alaska, Inc. staff are required to report critical incidents to the State of Alaska. Critical incidents include but are not limited to unplanned hospitalizations, emergency medical interventions, accidents, injuries, falls, missing person, service recipient behavior that results in harm to themselves or others, death of a recipient, incidents that involve a law enforcement response and any significant events that are out of the ordinary for the consumer and may place in jeopardy their health, safety, or wellbeing.
 - b. It is not Access Alaska, Inc.'s job to investigate, it is our job to report any incidents of known or suspected abuse, neglect, exploitation, abandonment, or critical incidents.
2. Per 7 AAC 125.100, 7 AAC 127.115, and 7 AAC 130.229, Access Alaska, Inc. does not use any form of restrictive intervention with consumers. I understand that in situations of immediate risk Access Alaska, Inc. staff will notify local law enforcement, first responders, or other applicable crisis intervention resources.
3. Access Alaska, Inc. will not engage in illegal activities of any kind.
4. I understand that Access Alaska, Inc. is not a crisis center and in the event of any crisis that involves immediate risk, appropriate first responders will be involved.
 - a. In the event of an emergency please call '911'.
 - b. In the event of a mental health crisis please call '988' to be connected to a crisis counselor.

Failure to comply with any aspect of Access Alaska, Inc.'s Consumer Code of Conduct will be grounds for case review up to and including suspension or termination of services.