



## Travelers Aid Society of San Diego

### Code of Conduct

**Code of Conduct Statement:** This Code of Conduct policy applies to the conduct of users of Travelers Aid Society of San Diego's services and facilities. Users include those who request transportation information or schedule trips with representatives of Travelers Aid Society of San Diego, use Travelers Aid Society of San Diego's services or accompany other users as Primary Care Attendants or Companions. By using some or all of Travelers Aid Society of San Diego's services or facilities, users accept and agree to this Policy. If users do not accept and agree to this Policy, they should not use Travelers Aid Society's services or facilities. This Policy also applies to any vendors that Travelers Aid Society of San Diego may use for transportation.

All the parties mentioned above shall act at all times (whether in person, by phone, or via any other means of communication) with respect towards others, respecting their dignity, privacy, and safety. Prohibited behavior may be cause for immediate temporary or permanent suspension at the discretion of Management. Management will research any incident to ascertain the nature of the violation prior to making a determination. Prohibited behavior, whether in person or through verbal or written correspondence, is defined as seriously disruptive acts or language of a violent, criminal, abusive, and/or discriminatory nature; or that which poses an actual or perceived threat to the safety (whether physical, mental, or emotional) or well-being of the self, other riders, or program staff (including but not limited to volunteers, staff, contracted drivers, or dispatch, and all agency representatives of Travelers Aid Society of San Diego).

The following are a few examples of serious prohibited behavior:

- Committing an assault or battery on another user, representative of Travelers Aid Society, or any vendor used for transportation
- Using threatening, abusive, harassing, or offensive language in all forms of communication to unreasonably and knowingly disturb or alarm another user, representative of Travelers Aid Society, or any vendor used for transportation
- Safety violations – refusing to wear a seatbelt, refusing to follow public health orders, creating distractions for drivers
- Repeated behavior or communication that has been previously addressed by program representative

#### Grievance Submission Directive:

- Grievances by users, vendors, or representatives of Travelers Aid Society will be submitted via written emails or letters to program management:

#### Mailing Address:

Travelers Aid Society of San Diego  
3160 Camino del Rio S. Suite 309  
San Diego, CA 92108

OR

Email Address:

admin@travlersaidsandiego.org

- In case of immediate threats/serious violations, service suspensions will be effective immediately and users will be notified in writing as early as possible, but no later than the first business day after the violation.
- Initial response from staff within 3 business days acknowledging the receipt of grievance and initial start of investigation
- Staff will research and gather documentation to respond with a resolution within 1 week of grievance acknowledgement
- Determination of temporary or permanent suspension from all Travelers Aid Society of San Diego services will be communicated
- Temporary Suspension for 30 days after investigation is complete and if violation(s) confirmed
- 2<sup>nd</sup> violation of any kind by the same user within a 12 month period may result in permanent disqualification/suspension of Travelers Aid Society of San Diego services

Appeal Submission Directive:

- Written email or letter to program management stating user wishes to appeal temporary or permanent suspension: provide email, address and agency timeframe for submission of appeal within 30 business days of notice of suspension. The request must include the following:

Mailing Address:

Travelers Aid Society of San Diego  
3160 Camino del Rio S. Suite 309  
San Diego, CA 92108

OR

Email Address:

admin@travlersaidsandiego.org

For an appeal to be deemed valid and accepted for review, it must also include the following information:

- The user's full name, address, and contact information such as the user's phone number and/or email address.
- Evidence and reasons for why an issued suspension or termination should be modified or repealed.

Any appeals that do not adhere to the above Appeal Requirements will not be accepted for review.

- Initial response from staff within 3 business days acknowledging the receipt of appeal and initial start of appeal review
- Determination of sustained, modification, or repeal of temporary or permanent suspension from all Travelers Aid Society of San Diego services to be provided within 2 weeks of acknowledgement letter/email

- The Notice of Determination will be sent to the user's address of record within fourteen (14) calendar days following the conclusion of the review or hearing date, whichever is applicable. The appeals process is complete once the final Notice of Determination is sent to the user.

Travelers Aid Society adheres to the following Federal Regulation:

Consistent with 49 Code of Federal Regulations (CFR) §37.5(h), Travelers Aid Society shall not refuse to provide services to a user with disabilities solely because the user's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of Travelers Aid Society of San Diego or other persons. Consistent with this policy, Travelers Aid Society of San Diego, however, reserves the right refuse service to a user with disabilities because that user engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.





## Code of Conduct Receipt

**Please print your name, date, and sign below to acknowledge your receipt and understanding of the Travelers Aid Society of San Diego Code of Conduct Policy by Wednesday 3/1/2023.**

**Return page to:**

Travelers Aid Society of San Diego  
2615 Camino del Rio S. Suite 103  
San Diego, CA 92108

**I understand that to be a user of Travelers Aid Society of San Diego's transportation services, I must follow the rules set forth in their Code of Conduct Policy, and that I have received a copy of such document.**

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Full Name

Date

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Signature