



BOARD POLICY V.02

AREA:	Governance		
POLICY TYPE:	Executive Limitations	PAGE:	1 of 1
POLICY TITLE:	TREATMENT OF CONSUMERS	EFFECTIVE:	09/28/2022
		REVIEWED:	09/28/2022

POLICY:

With respect to interactions with consumers or those applying to be consumers, the CEO will not cause or allow conditions, procedures, or decisions that are unsafe, undignified, or unnecessarily intrusive.

The CEO will not

1. Elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to the material elicited.
3. Operate facilities without appropriate accessibility and privacy.
4. Allow consumers to be unaware of what may be expected and what may not be expected from services.
5. Leave consumers uninformed of this policy, or without a way to be heard for persons who believe they have not been accorded a reasonable interpretation of their protections under this policy.