



CENTER FOR LIVING & WORKING, INC.

484 Main St. Suite 345, Denholm Building, Worcester, MA 01608

Voice (508) 798-0350 Toll Free (800) 570-4020

TTY (508) 755-1003 VP (508) 762-1164

Facsimile (508) 797-4015

Website: www.centerlw.org

CONSUMER PROTECTION POLICY

It is expected that all CLW employees work to protect consumers from any harm, at all times. To this end, it is our expectation that all employees engage in behavior that protects one's right to privacy, dignity and respect at all times. It is also expected that anyone who sees, is aware of or suspects misconduct or unethical behavior by any other CLW employee or person associated with a consumer's care or treatment to report it immediately to their supervisor, or the Executive Director of CLW. Such reporting serves to protect the consumer from harm, and reinforces our commitment to properly care for our consumers. Reporting misconduct is a job performance expectation that will be managed under CLW's disciplinary policy. Once reported, an investigation will be conducted consistent with CLW's harassment policy, Section 3.4.