

POLICY 2.1 – TREATMENT OF MEMBERS

With respect to interactions with members and those applying to be members, the President and CEO shall ensure and permit conditions, procedures, or decisions that are safe, responsive, professional, supportive, or respectful of confidentiality or privacy.

The President and CEO shall:

1. Use methods of collecting, reviewing, transmitting, or storing membership information that protect against improper access to the material elicited.
2. Communicate to members a clear understanding of what may be expected and what may not be expected from the membership services being offered.
3. Inform members, as appropriate, of a grievance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.

POLICY 2.2 – TREATMENT OF STAFF

With respect to the treatment of staff by other staff or by AAPACN members, the President and CEO will ensure conditions that are fair, dignified, or lawful.

The President and CEO shall:

1. Operate with written personnel policies that clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.
2. Operate with and communicate clearly to members an expectation of fair, civil, or appropriate treatment of staff.