



CONSUMER PROTECTION POLICY

It is expected that all YAA 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 YAA employee or person associated with a consumer's care or treatment to report it immediately to their supervisor, or the Chief Executive Officer of YAA. 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 YAA's disciplinary policy. Once reported, an investigation will be conducted consistent with YAA's harassment policy, Section 3.5.

A resource and advocacy center for independent living serving people with disabilities and the Deaf & hard of hearing in Central Massachusetts.