

NAMI Signature Program Code of Conduct

NAMI signature programs are built around the principles of mutual trust and respect among participants and leaders. Certified program leaders are representatives of NAMI and NAMI holds these leaders to certain standards of conduct during the provision of NAMI services. This Code of Conduct is covered during leader trainings and is included in all NAMI signature program manuals so that participants also know what to expect from NAMI programs.

What we ask of you as a NAMI signature program participant:

- Attend programs with an open mind and open heart
- Maintain the confidentiality of all participants by not discussing personal topics outside the program
- Take from the program the information that you believe is most helpful for you
- Find an atmosphere of support in the program that enables you to feel comfortable sharing with others, knowing that what you share will be respected and held in confidence by the other participants

What we ask of you as a NAMI signature program leader:

- Provide a safe and respectful environment for program participants
- Prepare for each class, group meeting or presentation and conduct yourself, to the best of your ability, with courteous and respectful behavior
- Actively pursue maintaining your own wellness and respect your own emotional and physical resources and limitations
- Understand the difference between peer support and therapy and be careful not to act in the capacity of a therapist or mental health professional. Offer only the services that you have been trained to provide and ask for assistance as needed.
- Respect the cultural differences of program participants
- Respect the privacy of program participants by creating an environment of confidentiality in the program setting and by holding in confidence sensitive, private and personal information. As a NAMI program leader, you must also be prepared to break confidentiality when you believe there is a danger of harm to a participant or others.
- Maintain appropriate boundaries by not engaging in romantic, physical or sexual relationships with participants in a NAMI program you are leading. Recognize that it is best practice for participants to attend a class or support group not led by someone with whom they are in a relationship, to avoid potential conflict and the discomfort of other participants.
- Refrain from promoting your own personal or spiritual beliefs
- Do not endorse/promote any individuals, groups or businesses in which you have a personal or financial interest
- Remain accountable for your own behavior and keep personal opinions and actions separate from those made as a representative of NAMI. Understand that your actions and behaviors reflect on the integrity of NAMI signature programs and impact the public perception of NAMI as an organization.