**Section 208.20 General Program Requirements**

a) Recipients of funding shall not deny charitable services or discriminate in the hiring or promotion of staff on the basis of race, sex, age, religion, national origin or handicap.

b) Client intake policies and procedures shall be set forth in writing and shall be available for review by the Board.

c) Personnel policies and volunteer training procedures shall be set forth in writing and be available for review by the Board.

d) Recipients of funding shall have rules to govern conflict of interest situations and shall incorporate such rules in their constitution or by-laws and publish such rules as agency policy. Such rules shall be available to the Board for review.

(Source: Amended at 20 Ill. Reg. 7941, effective June 1, 1996)