



AGENCY AREA: EMPLOYEE SERVICES

Document Title: Code of Ethics

Document # 1-250-03

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Origination Date: 06/23/98

Revision Date: 07/01/02

Purpose: The purpose of the Code of Ethics is to express standards of ethical behavior for the Board of Directors, staff and consultants of Community Support Services, Inc. (CSS). These standards guide all agency governance and operations, including activities of the Board; delivery of services for participants and their families; recruiting, hiring, training and promoting staff; business operations; as well as agency marketing and fundraising.

Reference: The Rehabilitation Accreditation Commission (CARF): Standards Manual and Interpretative Guidelines; CSS Policies and Procedures regarding Governance, Roles and Responsibilities of the Board of Directors, Service Principles, Conflict of Interest, Confidentiality, Lobbying, Quality Assurance, Participant Funds, Participant Funds and Employee Services

Scope: Agency

Policy:

This Code of Ethics has been established to encourage staff to adhere to high standards of ethical behavior for the benefit of CSS, participants, participants' family members, employees, volunteers, contractors, vendors, professionals from other disciplines, the local community, and any other business relationships. CSS holds each individual responsible for conducting his/her professional and personal activities consistent with the intent of this Code. This Code serves as a set of guidelines by which employees shall conduct their professional behavior.

CSS Responsibilities to Staff

CSS will:

- Create a working environment that encourages ethical staff behavior and conduct.
- Have mechanisms in place that assure that employees can freely express, discuss, and address ethical concerns and issues.
- Promote a working environment that is safe and free from discrimination, harassment and coercion.
- Encourage utilization of the problem resolution process to consistently and fairly deal with staff issues and concerns.
- Provide opportunities for staff education and training.
- Maintain lists of employee names and addresses and will not sell this list to anyone inside or outside the agency.



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Staff Responsibilities to CSS

Staff will:

- Uphold the ethics and mission of CSS.
- Conduct work activities with honesty, integrity and respect for participants, their families and CSS.
- Maintain a genuine interest in all persons served, and will dedicate themselves to the participant(s)' best interests and in helping them help themselves.
- Continually assess their personal strengths, limitations, biases, and effectiveness.
- Strive to become and remain proficient in professional practices and in the performance of professional functions.
- Seek assistance for any problem that impairs the employee's job performance.
- Respect the privacy of persons served and holds in confidence all information obtained in the course of professional services.
- Maintain confidentiality when storing or disposing of participant or business related records and documents.
- Maintain a professional attitude, which upholds confidentiality towards individuals, served, colleagues, applicants, and the agency.
- Respect the confidences of co-workers.
- Extend respect and cooperation to colleagues of all professions.
- Upon termination, maintain participant and co-worker confidentiality, and will hold as confidential any information obtained concerning the agency.
- Respect the rights and views of co-workers, and treat them with fairness and courtesy.
- Comply with all state and federal laws affecting service delivery to participants, their families and the operation of CSS.
- Refrain from using CSS's credentials or affiliations for personal financial gain.



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- Accurately represent their education, training, experience, and competencies as they relate to their profession.
- Abide by ethical standards prescribed by professional licensing agencies and organizations as applicable to the employee's discipline and job functions.
- Take an active role in creating and maintaining a safe and clean physical environment.
- Abide by the agency's policies related to public statements.
- Use the Problem-Solving Procedure to report possible ethics violations.
- Not allow their private financial interests to conflict with their duties and responsibilities to participants, families, funding agencies, the community, other employees, and/or the agency.
- Report in writing to the Vice President of Employee Services any pending or current financial interests in the assets, leases, business transactions or professional services of the agency. The President/CEO will determine if the employee's interests are or will be in conflict with his/her responsibilities and duties and will initiate appropriate action to resolve any conflicts.

Staff will not:

- Discriminate against or refuse professional services to anyone on the basis of race, color, creed, sex, age, sexual orientation, religion, disability, or nationality.
- Engage in or condone any form of harassment or discrimination.
- Use their professional relationships to further their own interests.
- Permit co-workers to present themselves as competent or perform services beyond their training and/or level of experience.
- Advise on problems outside the bounds of the employee's competence.

Violation of this code by employees may result in discipline, up to and including, immediate termination.

Effective Date: 07/01/02

Path:

Approved By: Elizabeth C Lacey

Title: Executive Director