	<p>AGENCY AREA: Administration</p> <p>Agency Guideline</p> <p><u>Document Title:</u> Code of Ethics Guidelines</p>	<p>Document # 140.G1 Adopted 3-20-01 Revision #: 2 Page 1 Rev. Date: 5-10-06</p>
---	---	--

Purpose: The purpose of the Code of Ethics Guidelines is to express standards of ethical behavior for the Board of Directors as well as staff, interns, consultants and volunteers 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, interns, consultants and volunteers; business operations; as well as agency marketing and fundraising.

Scope: This Agency Policy applies to Agency Area: All Areas.

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

Guidelines:

I. Board of Directors (Governance Authority)

Members of the Board of Directors agree to:

Encourage the development and implementation of services in accordance with the agency's mission statement.

Adopt policies that encourage the development and implementation of ethical conduct at CSS.

Promote policies that prohibit discrimination in the provision of services to participants and their families and in the recruitment, hiring, promotion and/or reduction of staff.

Serve as a member of the Board without compensation.


Not accept financial remuneration or any gifts, except those of nominal value (\$25), with the expectation of influencing a Board decision.

Adhere to the CSS Governance Policy.

Follow the CSS Ethics and Corporate Compliance Policy and Corporate Compliance Guidelines.

Follow the CSS Conflict of Interest Policy for the Board of Directors.

Follow the CSS Confidentiality Policy for the Board of Directors.

	<p>AGENCY AREA: Administration</p> <p>Agency Guideline</p> <p><u>Document Title:</u> Code of Ethics Guidelines</p>	<p>Document # 140.G1 Adopted 3-20-01 Revision #: 2 Page 2 Rev. Date: 5-10-06</p>
---	---	--

Follow the CSS Lobbying Guidelines.

Not use their position as a Board member to influence the acceptance of consumers into, or the assignment of participants, within CSS programs.

Sign a form to acknowledge that they understand and will abide by this policy, and report any infractions to the President or member of the Executive Committee.

II. CSS Responsibilities to Participants and their Families

CSS will:

Ensure that it operates its programs in a manner that protects the health, welfare and safety of participants.

Follow our Service Principles that outline the values underlying our services.

Strive to create opportunities, to the greatest degree possible, for participants to enjoy self-determination, independence, productivity and integration into community life.

Promote and participate in informing participants, families, and the community of the rights of people with developmental disabilities and their families.

Actively avoid practicing or permitting discrimination based on race, color, ethnic origin, religion, age, gender, sexual orientation, disability or veteran status, in any and all agency operations.

Actively safeguard the confidentiality and privacy of participants and their families.


Develop and implement an annual Quality Assurance Plan with the goal of continuously improving the agency's effectiveness, efficiency, adhering to applicable laws and standards, and promoting the satisfaction of participants, their family members, and our employees.

III. CSS Responsibilities in Business and Financial Practices

CSS will:

Ensure that participant funds and property are accounted for and safeguarded following approved agency procedures.

Generate, maintain and make available fiscal records that accurately reflect the Organization's fiscal operations and stability.

	<p>AGENCY AREA: Administration</p> <p>Agency Guideline</p> <p><u>Document Title:</u> Code of Ethics Guidelines</p>	<p>Document # 140.G1 Adopted 3-20-01 Revision #: 2 Page 3 Rev. Date: 5-10-06</p>
---	---	--

Disclose to contributors and vendors its current exemption status with Federal and state revenue agencies.

IV. CSS Responsibilities in Marketing, Sales and Fee-for-Service Activities

All marketing, sales and fee-for-service information, including brochures, flyers, newsletters and presentations, shall present agency information truthfully and accurately.

In all marketing information, CSS shall portray individuals with disabilities and their families with dignity and respect their confidentiality.

CSS will follow applicable Federal and State laws regarding the charging of fees for services provided, the bidding of contracts and the pricing of products.

V. CSS Responsibilities to Staff, Interns, Consultants and Volunteers

CSS will:

Create a working environment that encourages ethical behavior and conduct in line with our Partnership Principles.

Have mechanisms in place that assure that individuals can freely express, discuss and address ethical concerns and issues, without fear of reprisal.

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 issues and concerns.

Provide opportunities for education and training.

VI. Staff Responsibilities to CSS

Staff will:

Uphold the Mission, Code of Ethics and Corporate Compliance Policy of CSS.

	<p>AGENCY AREA: Administration</p> <p>Agency Guideline</p> <p><u>Document Title:</u> Code of Ethics Guidelines</p>	<p>Document # 140.G1 Adopted 3-20-01 Revision #: 2 Page 4 Rev. Date: 5-10-06</p>
---	---	--

Conduct work activities with honesty, integrity and respect for participants, their families and CSS in line with the Partnership Principles.

Comply with all State and Federal laws affecting service delivery to participants, their families and the operation of CSS.

Abide by ethical standards prescribed by professional licensing agencies and organizations as applicable to the employee's discipline and job functions.

Refrain from using CSS's credentials or affiliations for personal financial gain.

Take an active role in creating and maintaining a safe and clean physical environment.

Use the Corporate Compliance Guidelines to report possible violations of rules and/or ethics.

Not allow private financial interests to conflict with their duties and responsibilities to participants, families, funding agencies, the community, other employees and the agency.

Report in writing to the CEO/President any pending or current financial interests in the assets, leases, business transactions or professional services of the agency. The CEO/President will determine if the employee's interests are or will be in conflict with his or her responsibilities and duties and will initiate appropriate action to resolve any conflicts.

Sign a form to acknowledge that they understand and will abide by this policy.

VII. Resolution of Allegations of Violations of the Code of Ethics.

CSS will use the process outlined in the Corporate Compliance Guidelines to resolve allegations of violations of the Code of Ethics.

<p>Effective Date: May 10, 2006 Q:\POLICY & PROCEDURE MANUAL AFTER APRIL 1,2006\100-ADMINISTRATION\140.G1 CODE OF ETHICS GUIDELINES</p>	<table> <tr> <td>Recommended By:</td> <td>Mark Kriston</td> </tr> <tr> <td>Title:</td> <td>Chair, Executive Committee</td> </tr> <tr> <td>Date:</td> <td>May 10, 2006</td> </tr> <tr> <td>Approved By:</td> <td>Mark Kriston</td> </tr> <tr> <td>Title:</td> <td>Board President</td> </tr> <tr> <td>Date:</td> <td>May 10, 2006</td> </tr> <tr> <td>Acknowledged By:</td> <td>Elizabeth C Lacey</td> </tr> <tr> <td>Title:</td> <td>Executive Director</td> </tr> <tr> <td>Date:</td> <td>May 10, 2006</td> </tr> </table>	Recommended By:	Mark Kriston	Title:	Chair, Executive Committee	Date:	May 10, 2006	Approved By:	Mark Kriston	Title:	Board President	Date:	May 10, 2006	Acknowledged By:	Elizabeth C Lacey	Title:	Executive Director	Date:	May 10, 2006
Recommended By:	Mark Kriston																		
Title:	Chair, Executive Committee																		
Date:	May 10, 2006																		
Approved By:	Mark Kriston																		
Title:	Board President																		
Date:	May 10, 2006																		
Acknowledged By:	Elizabeth C Lacey																		
Title:	Executive Director																		
Date:	May 10, 2006																		