



EFFECTIVE DATE: 11/26/2019
SUPERSEDES: v.3 CODE OF CONDUCT
DEPARTMENT: Corporate - Human Resources
APPROVED BY: Bethany Alsobrook

SUBJECT: CODE OF CONDUCT

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I. PURPOSE

The success of providing personalized care at Moody Neurorehabilitation Institution is dependent on the trust and confidence we earn from the Person Served, their families, our shareholders and the community. The purpose of this policy is to observe our mission by adhering to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct.

II. POLICY

It is the responsibility of Moody Neurorehabilitation Institution employees to maintain the established standards of professionalism and quality service to the persons served.

III. PROCEDURE

A. CONDUCT:

1. Professional behavior is always expected from employees. Employees shall refrain from behaviors or actions which may negatively affect the persons served, and their family members, other staff, or guests.
2. Job duties shall be performed efficiently, responsibly, and in a positive manner, without interruption or distraction to others.
3. Employees shall adhere to the policies and procedures established by the department and the organization. All staff are required to sign The Statement of Adoption during the hiring process.

B. STANDARDS OF BEHAVIOR:

1. Employees are expected to make a combined effort to provide the highest quality of service by understanding and consistently performing job duties to meet the standards established for the job, accepting the responsibility of job performance and assuming accountability for the results.
2. Employees are representatives of the Moody Neuro and whether on duty or off, their actions and behaviors may impact the organization and the persons served. At all times, these actions and behaviors shall be responsible, professional, legal and ethical.



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C. LICENSURE AND CERTIFICATION:

1. Licensed and non-licensed employees are responsible for performing only those job duties for which they are legally qualified and must act in accordance with the standards established by Moody Neuro and the standards established by the employee's respective professional or licensing organization, at all times.
2. All employees are responsible for immediately reporting any such violations to Human Resources or an Officer of the corporation.

D. CLIENT/GUEST RELATIONS:

1. All employees are responsible for using positive behaviors (verbal and non-verbal) while interacting with clients and their family members, interns, guests, and co-workers. It is important that everyone be dealt with in a pleasant, courteous, and business-like manner, respecting their rights at all time. At no time shall an employee engage in inappropriate relationships with clients which may be sexual or exploitative in nature.
2. Employees shall refrain from establishing personal relationships with persons served which may, in any way, misrepresent the employee or the organization.

E. RULES OF CONDUCT:

1. Staff will obey all local state and federal laws and statutes and are subject to disciplinary action as listed in the Corrective Action policy.
2. Staff will be alert to the legal perimeters relevant to their duty if a disparity exists between any legal mandates in this code all staff will follow the legal mandates and communicate such disparities to Human Resources
3. Staff will not engage in any act or omission of dishonest deceitful or fraudulent in nature in the conduct of their duties.
4. Staff will not allow the pursuit of financial gain or other personal beliefs to interfere with the exercise of sound judgment and skills nor will they abuse their relationship with a Patient/Resident to promote their personal financial gain or the financial gain of an employer.
5. Staff will understand and abide by the rules conduct prescribed by the code.
6. Staff will not advocate sanction participate in cause to be accomplished carryout through other or condone any act which they themselves are prohibited from performing by the code.



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7. Staff will not misrepresent their role or competency to a Patient/Resident.
 - a. if requested staff will provide information about their credentials.
8. At no time shall an employee engage in inappropriate relationship with the person served and or their families.
 - a. Employees are prohibited from establishing personal relationships with present Moody Neuro Patient/Resident(s) and family members.
 - b. The establishment of such a relationship with former Moody Neuro Patient/Resident(s) and family members is strongly discouraged.
9. Staff will avoid exploiting the trusts or dependency of the person served.
10. Staff will be continually cognizant of their own needs and values as well as the potential influence over the person served.
11. Staff will respect the right of person served to hold values attitudes in opinions that are different from theirs.
12. Staff will abide by and help implement team decisions even if not in personal agreement with such decisions unless they constitute a breach of ethical conduct.
13. Staff will not discuss the competencies of other Moody Neuro employees or agencies including the judgments made, methods used or quality of rehabilitation care in a disparaging way.
14. Staff will not refrain from profanity abusive language comments threats of violence to any staff member, the Person Served or their family member, visitor, contract personnel intern, volunteer etc.
15. Staff will not borrow lend accept or take any personal property item or gifts from the person served
16. Staff will not use their relationships with supervisors' colleagues or other employees or the Person Served to exploit them sexually or otherwise neither will they engage in nor condone sexual harassment defined as deliberate or repeated comments gestures or physical contact of sexual nature that is unwanted by the recipient.
17. Staff who know of conduct violations by other staff member members shall contact Human Resources.



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18. Any form of allegation abuse or neglect is to be reported on an incident report form immediately
 - a. It shall be communicated to the supervisor
 - b. All incidents will be thoroughly investigated
 - c. Phone numbers to report allegations of abuse and neglect to the appropriate state agencies are posted in all Moody Neuro residential areas.
 - d. Proven violations are ground for immediate termination of an employee as well as notification of the persons professional board
19. Staff will take reasonable personal action, informed responsible authorities or informed those persons at risk.
 - a. If the condition or action of the Person Served indicate there is clear and imminent danger to the Person Served or others, staff will take such action only after advising trainee client what must be done.

F. RESPONSIBILITY:

1. Compliance with this policy is the responsibility of all facility employees. Supervisors will correct those problems at the lowest level with full access to the disciplinary system.

G. ADMINISTRATION:

1. It is the responsibility of the Moody Neuro Executive Team to review and evaluate this document annually.
2. All complaints or allegation involving ethical misconduct shall be handled in accordance with Moody Neurorehabilitation Institution Ethics Directive.