

Code of Ethics

Developmental Disabilities Resource Center

The Developmental Disabilities Resource Center is a private nonprofit corporation governed by a volunteer Board of Directors and operating for public purposes with public support. In order to promote a foundation of trust, DDRC, its staff members, and volunteers will operate with the highest moral, ethical, and business standards. The DDRC Code of Ethics is based on our mission and vision statements and guided by our fundamental values of quality, dignity and choice.

DDRC/I will:

Operate in a manner that upholds DDRC's integrity, promotes its mission, adheres to bylaws, and merits the trust and support of the public.

Treat all people with dignity and respect.

Safeguard public confidence by being honest, fair, truthful, loyal, caring and respectful in our actions and as we provide quality services.

Encourage communities to accept individuals with intellectual/developmental disabilities through personal interaction, participation in community affairs, and by acting as concerned and responsible neighbors.

Present a positive image to the public by respecting and assisting individuals with intellectual/developmental disabilities with the respect and dignity we give other people.

Use a person-centered approach to provide services and supports that balance the individual's personal goals (what is important to the person) with the individual's health and safety (what is important for the person).

Promote principles of self-determination and value choices made by the individuals we serve and their families.

- Assist individuals with disabilities and their families in realizing their goals.
- Provide individuals and families with supports that enable them to obtain a heightened quality of life.
- Keep individuals' and families' best interests as our highest priority.

Promote effective, honest and forthright communication.

Provide and promote superior and conscientious customer services.

Prohibit discrimination. DDRC is an equal opportunity employer and committed to the principle of diversity.

Preserve confidentiality to ensure that all information, which is privileged, confidential or nonpublic, is disclosed only appropriately.

- Avoid discussing confidential matters outside of DDRC.
- Exchange of sensitive information regarding individuals and their families will be done in a respectful manner.

Avoid conflicts of interest by:

- Avoiding any relationship or influence with vendors, contractors, people with intellectual/developmental disabilities, their families or guardians that might create an environment of favoritism or otherwise impair our ability to make fair and credible decisions in the workplace.
- Declining all monetary and tangible gifts, regardless of value or form (check, gift card, fruit basket, etc.) from vendors, contractors.
- Declining monetary gifts, regardless of value or form (check, gift cards, etc.) from people with intellectual/developmental disabilities, their families or guardians.
- Declining tangible gifts with a value greater than \$5.00 from people with intellectual/developmental disabilities, their families or guardians.
- Not seeking or accepting loans from people with intellectual/developmental disabilities, their families or guardians.
- Fully disclosing all facts in situations where we are aware of a possible conflict of interest.

Practice accountability by conducting business with high professional standards. DDRC is responsible to its stakeholders, donors, and others who have placed faith in us.

- Use DDRC resources in accord with the intentions of funders.
- Establish and maintain strong fiscal and management controls.
- Provide a fair resource allocation process to access funding for services.
- Practice fundraising activities that are consistent with DDRC's mission, compatible with organizational capacity and respectful of donors' interests.

Understand and respect applicable laws, rules and regulations, going beyond the letter of the law to protect and/or enhance DDRC's ability to accomplish its mission.

- Maintain a dialogue with regulatory agencies on the application and interpretation of existing laws.
- Advocate for changes in policies that are not in the best interest of the people we serve.
- Provide stakeholders with information on the rights of people with developmental disabilities, an administrative means for dissent and grievances, assurance of due process, and safeguards against reprisal.

Strive for personal and professional growth to improve effectiveness and provide balance in life in an environment of learning.

- Promote flexibility for employees while maintaining the integrity of the organization.

Consider carefully the public perception of my personal and professional actions, and the effect my actions could have, both positively and negatively, on DDRC's reputation in the community and elsewhere.

Refrain from using DDRC email for solicitations or fundraising for outside interests.

- DDRC provides a designated bulletin board in the break room for employees as a means to exchange, sell or give away personal items and advertise fundraising events for non-DDRC entities.
- Employees are also permitted to post items in the Classified section on the DDRC intranet.
- Removal of inappropriate announcements is at the discretion of the Office Manager.

Respect and safeguard the personal property of individuals we serve, visitors, and other personnel as well as the property of DDRC. Theft and destruction of property may be addressed through disciplinary action and/or by contacting law enforcement, as appropriate.

Recognize and maintain personal and professional boundaries that establish appropriate limits to relationships with individuals we serve. An appropriate relationship is one that allows DDRC employees to apply their professional knowledge, skills, abilities and experiences towards meeting the needs of the individual services.

When requested by an individual being served or his/her representative, staff members who are trained and have a solid understanding of the processes can witness documents that require a witness, such as powers of attorney, guardianship, advance directives.

- Personnel are authorized to countersign documents such as intake forms, authorizations (i.e., release of information form), treatment plans, informed consent documents, etc. as directly related to their job duties.
- Employees who are certified as Notary Publics may notarize or witness documents such as powers of attorney, guardianship, advance directives, and/or agency contracts for individuals, families, personnel, and other stakeholders in accordance with applicable state laws.
- Act as guardian, agent for powers of attorney, or take on any other legal responsibility for an advance directive for a person connected in any way with DDRC services only if they are a family member. Exceptions will require the written approval of the Executive Director.

Board of Directors

As the DDRC Board of Directors we will:

- Support the mission of DDRC.
- Serve in the best interests of DDRC and our constituency.
- Conduct our Board duties with positive leadership exemplified by open communication, respect, integrity, loyalty and professionalism.
- Abide by all applicable laws, regulations, DDRC bylaws and policies.
- Respect and protect confidential privileged information to which we have access in the course of our official duties.
- Avoid any interest or activity that is in conflict with the conduct of our official duties.
- Support the Executive Director's role and authority with management, staff and operations.
- Be responsible stewards of DDRC's resources.
- Strive for personal and professional growth to improve effectiveness as DDRC Board members.
- Exercise reasonable care, good faith and due diligence in organizational affairs.

Members of the Board and staff of the Developmental Disabilities Resource Center originally developed this document. Serious concerns related to violations of the Code of Ethics should be reported directly to a Department Director, Human Resources, Deputy Director or Executive Director. The concern will be investigated and addressed appropriately. Review will occur in a timely manner, not to exceed 60 calendar days.