



THE ARC OF ROWAN (05-09--16) CODE OF ETHICS

All of The Arc of Rowan employees shall:

- Uphold the Constitution, Laws and legal regulations of the United States, the State of North Carolina and local jurisdiction.
- Provide a full day's labor for a full day's pay, giving the performance of his/her duties his/her most earnest effort and best thought.
- Never discriminate by dispensing special favors or privileges to anyone (whether for remuneration or not) and never accept, for oneself or family, favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of his/her official duties.
- Never engage in any business (inside or outside The Arc of Rowan), either directly or indirectly, that is prohibited by law, that is inconsistent with the conscientious performance of his/her official duties and that violates his/her professional ethical code of conduct.
- Never engage in any marketing efforts or utilize The Arc of Rowan business or consumer information for any marketing purposes that are unethical or without the written consent of The Arc of Rowan Executive Director (or designee).
- Never engage in or utilize any contractual relationships with any The Arc of Rowan agents (or other business entities): for personal benefit; in violation of The Arc of Rowan policies and procedures; or that is unethical or without the written consents of The Arc of Rowan Executive Director (or designee).
- Never, for private or personal gain, disclose to unauthorized persons any information confidentially obtained in the performance of his/her official duties.
- Abide by all applicable personnel policies and procedures of The Arc of Rowan and in accordance with pertinent human resource requirements.
- Uphold consumer's freedom of choice over personal interests.
- Expose corruption wherever discovered.
- Report any suspected violations including waste, fraud, abuse and other wrongdoing.

Services to Participants:

The Arc of Rowan employees will advocate for the rights of all persons served by assuring:

- The informed consent and participation of the persons (and family members, where applicable) served in decisions about services, care, and treatment. Staff shall witness service documents as appropriate.
- The right of persons served to refuse participation in clinical studies or other research.
- The privacy and confidentiality protections for persons served.
- The means of assuring the integrity of decisions made about care and that they are based solely on best practice standards and the diagnostic and treatment needs of the individual.
- Services are provided in accordance with all applicable clinical and performance standards as identified in his/her professional code of ethics.
- The setting of appropriate staff/participant boundaries when providing services.
- The means of monitoring the relationship between use of service and financial arrangements.
- The means of resolving differences with regard to care and treatment decisions.

Further, The Arc of Rowan Employees:

- Shall not encourage persons served (or family members of persons served) to transfer their services from The Arc of Rowan to another provider in which the employee is engaged or to a provider in which friends, associates or immediate family members are employed.

Code of Conduct:

Employees are expected to conduct themselves (both on and off the job) in a manner that will reflect credit on the Agency. Each employee is expected to:

- Comply with a proper request of an authorized supervisor.
- Report promptly to work in appropriate clothing and with required tools and equipment in a condition that will permit performance of assigned duties.
- Maintain a clean and neat personal appearance during working hours.
- Refrain from any disorderly conduct.
- Exercise courtesy and tact in dealing with fellow workers and the public.
- Safeguard public information and maintain client confidentiality.
- Conserve, properly utilize and protect Agency funds, property, equipment and materials.
- Exercise watchfulness in the performance of duties to eliminate potential hazards, and protect co-workers and clients.
- Comply with all agency safety procedures.
- Render full and efficient service to clients.
- Comply with rules and regulations governing hours of work, absences, use of vacation and sick leave.
- Comply with The Arc of Rowan's Alcohol and Drug Free Workplace procedures.