

CODE OF ETHICS

Core Values:

D & M, Inc. (D & M) has established Codes of Ethics to guide the actions of staff and Board members, support the services provided to individuals, provide business, marketing, and financial practices.

Each new staff or Board member will be required to review and sign the pertinent code, indicating knowledge of it. Any staff who violates one of the Agency's Codes of Ethics may face corrective action. Board action may be taken with any board member who violates the Code of Ethics.

The core values that serve as roots for our Codes of Ethics are:

- ❖ **Respect for Each Other**
Staff/Board members will exercise thoughtful consideration of the needs of others – staff, board members, persons receiving services.
- ❖ **Conciliation**
Staff/Board members act in a spirit of compromise and agreement. Each individual will hear and respect the other person's point of view and be open to constructive discussion.
- ❖ **Honesty**
All Staff/Board members will deal honestly with other staff, board members, customers, and those receiving services. The value of honesty cannot be compromised. We must be honest without being harmful.
- ❖ **Trust**
Each of us will be non-judgmental on issues that do not pertain to us. We will be supportive in time of need.

Code of Ethics:

I. Treatment of Persons Receiving Services

- A. The following will serve as principles which will guide my actions in dealing with persons receiving services/employed by D & M, Inc.

I shall provide supports and services that:

1. Promote the Agency Mission and Guiding Principles.
2. Respect the rights and dignity of persons served.
3. Support the empowerment and rehabilitation of persons receiving services.
4. Promote the right to choice.
5. Protect confidentiality.
6. Encourage and advocate for the rights of the individual.
7. Encourage adherence to the D & M Core Values / Code of Ethics, and any additional applicable funder or organizational Code of Ethics.
8. Will encourage and support the input of consumers into the rehabilitation process and services provided.
9. Promote an atmosphere in which individuals served can maximize their growth, empowerment and independence.
10. Focus on rehabilitation and recovery, the establishment or re-establishment of roles in the community, development of a personal support network, and optimal quality of life.
11. Are person-centered, holistic, and actively support the involvement of the individual in community activities throughout the rehabilitation process.
12. Are designed to meet the needs of the individual with emphasis on promoting choice, inclusion, growth and development.

13. Recognize and accommodate individual differences based upon religion, ethnic or racial heritage, gender, age, sexual orientation, social or economic status or disability.

II. Board of Directors / Organizational Leadership

- A. I will do my best to see that D & M, Inc. is operated in a manner that promotes the Agency's mission and guiding principles, upholds the Agency's integrity and merits the trust and support of the public.
- B. I will strive to uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance D & M, Inc.'s ability to accomplish its mission.
- C. I will treat others with respect, doing for and to others as I would have done for and to me in similar circumstances.
- D. I will be a responsible steward of D & M, Inc.'s funds and resources.
- E. I will take no actions that could benefit me personally at the unwarranted expense of D & M, Inc., avoiding even the appearance of a conflict of interest.
- F. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have, positively or negatively, on D & M, Inc.'s reputation in the community and elsewhere.
- G. I will strive for personal and professional growth to improve my effectiveness as a D & M, Inc. board member.
- H. I will refrain from unwarranted intrusion into the responsibilities of D & M, Inc.'s operational management.

III. Financial Practices and Management of Resources

- A. D & M, Inc. shall manage its financial and other resources in a manner that assures:
 1. Compliance with applicable federal, state, and local laws, and Agency policies, procedures, and bylaws.
 2. A safe and healthy environment for staff and persons served.
 3. Ongoing training and educational opportunities for staff, volunteers, and individuals involved in governance.
 4. A qualified and committed staff.
 5. A culturally diverse staff.
 6. Responsible stewardship over public and private funds with which it is entrusted.
 7. Maintenance of the physical assets of the organization.

IV. Agency Marketing Activities

- A. All Agency marketing activities shall:
 1. Be part of D & M, Inc.'s accountability to the public.
 2. Respect the dignity, privacy and confidentiality rights of those served.
 3. Never knowingly mislead/misinform the public or misrepresent D & M, Inc.
 4. Uphold the integrity of D & M, Inc. so as to merit the continued support and trust of the public.

V. Review Process for Violations of Code of Ethics

- A. All reports that a staff or leader of the organization has failed to abide by the D & M, Inc. Organizational Code of Ethics reported by consumers, staff, or community members will be reviewed by the Chief Executive Officer and the D & M, Inc. Board of Directors. If an individual is found to be in violation of the Code of Ethics, corrective action shall be taken. All complaints received in which there is an alleged violation of an individual's rights, shall also be reported in accordance with local policies and procedures.
- B. Complaints regarding support staff shall be reviewed by the Affirmative Action Coordinator or designee. The individual shall be notified and asked to submit a response within five business days. Depending on the seriousness of the complaint, the staff may be suspended without pay during the investigation process. If the complaint is valid, the staff member shall be dealt with through the D & M, Inc. disciplinary procedures, and may result in suspension or discharge. If the individual disagrees with the findings, he/she may appeal through the employee conflict resolution process outlined in the D & M, Inc. Personnel Policies and Procedures.
- C. Complaints regarding administrative staff shall be reviewed by the Chief Executive Officer. The individual shall be notified and asked to submit a response within five business days. Depending on the seriousness of the complaint, the staff may be suspended without pay during the investigation process. If the complaint is valid, the staff member will be dealt with through the D & M, Inc. disciplinary procedures, and may result in suspension or discharge. If the individual disagrees with the findings, he/she may appeal through the employee conflict resolution process outlined in the D & M, Inc. Personnel Policies and Procedures.
- D. Complaints regarding the Chief Executive Officer or a Board Member shall be reviewed by the Board of Directors Executive Committee. The individual identified in the complaint shall be notified in writing within fourteen days of receipt of the complaint and asked to respond in writing within 30 days. A hearing will be scheduled with the Board of Directors Executive Committee and the complainant. If the Executive Committee decides the complaint is valid, it will determine corrective action to be taken, which may include suspension or permanent removal from the Board of Directors.
- E. All complaints and findings shall be submitted to the D & M, Inc. Board of Directors. In the event of an appeal by the employee, the Board of Directors shall determine the final resolution.

In the event that I have a religious, political, ethical or moral belief that conflicts with and hinders my ability to support a person served in an objective and professional manner, I will notify my supervisor. I understand that I will be removed from working with the individual, which may result in reassignment within the organization, a reduction of hours, removal to on-call status, and/or discharge.

I agree to adhere to the above Codes of Ethics. I understand failure to abide by the Code of Ethics will result in disciplinary action as outlined above.

Signature of Employee/Board Member

Date