

# Code of Ethics

*The Board of Directors, Employees, Contractors, and Volunteers of Hopewell Center, Inc. have adopted and committed to abide by the following ethical standards of practice and conduct.*

1. People with disabilities should be respected as individuals and valued for their contributions to the community.
2. We will responsibly use our various resources to provide the greatest benefits for our customers.
3. We will accurately present and maintain professional qualifications and credentials.
4. We will assume responsibility and accountability for personal competence in providing services.
5. We will adhere to acceptable standards of professional practice and fulfill professional commitments in good faith.
6. We will comply with all laws and regulations governing a licensed or accredited person's profession.
7. We will conduct all practices with honesty, integrity, and fairness.
8. We will provide sufficient information to enable an individual or their legal representative to make informed decisions.
9. We will notify the appropriate party of any unprofessional conduct that may jeopardize an individual's safety or influence the individual or individual's representative in any decision making process.
10. Our marketing of services shall be based on factual information that reflects the agency values. We will refrain from marketing in a misleading manner.
11. We will represent Hopewell Center in the community in a manner consistent with the mission of the agency.
12. We will refrain from behavior or conduct deemed offensive or undesirable, or which is subject to disciplinary action.
13. Patience, tact, good nature and genuine willingness to serve are required of staff members in their relationships with one another, with interested family members, with persons who are receiving services and with the general public.
14. We accept the responsibility for personal behavior and ethical job performance which goes beyond the requisites of ordinary employment. We are bound to display warmth, kindness, and understanding toward people who are receiving services and to appreciate their individual qualities and age. When working with consumers, we will emphasize professional over personal relationships, support over control, and consumer needs over our own.
15. The individual service recipients and business affairs of the agency shall be discussed with no one outside the organization except when required in the normal course of business.
16. We will maintain a workplace that is free from the effects of drug and alcohol abuse.
17. Conflict of interest will be avoided except in such cases where avoidance would not be in the best interest of the company. Disclosure of any possible conflict is required. This shall include the acceptance of gifts or gratuities and/or the provision of gifts to state employees, their relatives, and consumers (current or potential) and their relatives.
18. We shall make reasonable efforts to avoid bias in any kind of professional evaluation.
19. We will refrain from Personal Fund Raising during working time.
20. Hopewell Center prohibits waste, fraud, abuse, and other wrongdoing.
21. We shall not allow for nepotism during any phase of an investigation of abuse or neglect.
22. We will maintain the confidentiality of individual information.
23. Our representation in social media shall be conducted only by designated employees.

**The following conduct is prohibited and will subject the employee involved to disciplinary action up to and including termination, as determined by the Executive Director:**

1. Abuse or neglect of consumers receiving services.
2. The use or possession of alcoholic beverages or non-prescription controlled substances on agency property.
3. The use of profanity or of abusive language.
4. The possession of firearms or other weapons on agency property.
5. Insubordination – the refusal by an employee to follow instructions concerning a job-related matter.
6. Assault on a fellow employee, consumer, or customer.
7. Absence from work in excess of defined benefit levels.
8. Theft or misuse of agency property or personal property.
9. Copying of agency keys without authorization.
10. Illegal gambling on agency property.
11. Falsifying any record or report, such as an application for employment, a production record, or a time record.
12. Unauthorized sleeping on the job.
13. Improper disclosure of confidential information.
14. Failure to abide by safety rules and practices.
15. Engaging in any form of sexual harassment.
16. Conviction of a felony.
17. Engaging in solicitation of individuals, who are vulnerable to undue influence, manipulation, or coercion.
18. Violation(s) of code of ethics.

**Violations of this code shall follow disciplinary and no-reprisal procedures found in the Personnel Manual.**