

1

**The Arc of Washington County, Inc.**  
Policies and Procedures

Code of Ethics

The Arc of Washington County has developed a Code of Ethics to raise the level of honesty, integrity, accountability, transparency, and effectiveness of our agency to foster excellence and inspire trust. To achieve this, we have developed our Core Values that serve as the roots of our ethical code, as follows:

- **Accountability:** taking responsibility for actions.
- **Humanity:** respect for the dignity of all beings.
- **Competence:** ongoing pursuit of knowledge and excellence in all endeavors.
- **Integrity:** being just, honest, and trustworthy in all we do.
- **Proactive:** endeavoring to provide flexible and diverse support to address needs of the community.

**Staff Members**

As staff members of The Arc/WC, we serve a vital role in the enhancement of the lives of the people we support. Collectively and individually, we embrace our values and principles. We affirm as individuals our commitment with this code of ethics.

1. We will do our best to see that The Arc/WC meets the needs and choices of the people we support.
2. We will conduct our duties with honesty, truthfulness, and integrity in all activities and actions,
3. We will avoid all conflicts of interest or the appearance of a conflict of interest in adherence to our Conflicts of Interest policy.
4. We will do our best to create and maintain a climate of loyalty, trust, and mutual respect.
5. We will support a work atmosphere in which each person supported and our co-workers are respected as important and treated with dignity and respect.
6. We will recognize excellent work done by other staff members and persons receiving support.
7. We will strive to speak to everyone in a friendly, positive, enthusiastic, and courteous way.
8. We will support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.

2

9. We will support the decisions of management. We may state our positions, but ultimately staff members must follow management's final decision.
10. We will be loyal to the agency. We will refrain from doing anything that might bring discredit to the agency.
11. We acknowledge that enthusiasm and a positive attitude always make for a better work place.
12. We will uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance The Arc/WC's resources.
13. We will be responsible stewards of The Arc/WC's resources.
14. We will strive for personal and professional growth to improve our effectiveness.

### **Treatment of People Being Supported**

All people being supported by The Arc/WC will:

1. Be treated with respect and dignity without regard to the nature of their disability, age, or other personal characteristics.
2. Be given individual choice, and their opinions will be considered critical to planning and designing supports to meet their expressed needs to allow people being supported to reach their potential. These services will offer the person being supported an opportunity to learn to whatever educational degree they are able to attain.
3. Have their legal rights respected at all times.

The agency will continuously review the ability of the people being supported to access services. Any barrier identified will be considered, and steps toward corrective action will be taken.

### **Treatment of Community Members**

1. Community members must always be treated with respect, honesty and integrity.
2. Requests for information from community members will be responded to in a timely manner.
3. Any concern or complaints from the community will be addressed immediately.
4. Input from the community will be considered in a respectful manner.

### **Financial Practices**

All financial matters shall be conducted openly and in compliance with all legal and regulatory requirements under which The Arc/WC operates and in furtherance of The Arc/WC's charitable purposes. More specifically, all financial practices shall meet the following guidelines:

3

1. Be handled in accordance with the applicable federal, state, and local laws.
2. Be conducted within the standards of Generally Accepted Accounting Principles (GAAP) and sound financial management practices.
3. Comply with the agency's financial management policies.
4. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.
5. All financial decision making by The Arc/WC will be made with honesty, integrity, transparency and with a view towards the continued financial stability of The Arc/WC.

### **Marketing**

Members and staff of The Arc/WC recognize that marketing practices will be used as a means of informing the community and potential consumers of the services that are available and as a method of promoting services that provide quality solutions to the needs of our target population. The Arc of Washington County is a membership organization. In all of The Arc/WC marketing efforts, members of the agency will adhere to the following guidelines:

1. Describe the agency, the services it provides, and the qualifications of our staff with honesty, integrity and transparency.
2. Protect persons supported and member's rights to privacy and confidentiality during all promotional activities.
3. Promote dignified and respectful attitudes throughout our marketing efforts toward persons with disabilities.

### **Board of Directors**

Members of the Board of Directors shall work to support the mission of The Arc of Washington County, Inc. and adhere to its values. They shall individually, and as a group, agree to the following:

1. Ensure that The Arc/WC is operated in a manner that upholds the agency's integrity, adheres to its bylaws, and merits the trust and support of the public.
2. Adhere to all applicable laws and regulations.
3. Be a responsible steward of The Arc/WC's resources.
4. Take no actions that could benefit them personally at the expense of The Arc/WC, avoiding even the appearance of a conflict of interest.

4

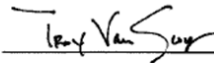
5. Carefully consider the public perception of their personal and professional actions, and the effect such actions could have, positively or negatively, on The Arc/WC's reputation in the community and elsewhere.
6. Strive for personal and professional growth to improve their effectiveness as members of the board of The Arc/WC.
7. Refrain from unwarranted intrusion into the responsibilities of The Arc/WC's operational management.

**Violations of the Code of Ethics**

Any allegation of violation of The Arc of Washington County's Code of Ethics will be taken seriously and thoroughly investigated by the appropriate executive staff member or governing authority in accordance with the agency's policy on Reporting Improprieties, Fraudulent or Dishonest Conduct (Section I, 1170) .

September 28, 2015

Date



Executive Director

Revised 09/2015

Reviewed 11/11

Revised 4/06