



The Arc of East Central Iowa
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Approved by Executive Committee: August 2016

The Arc of East Central Iowa Code of Ethics (reviewed & approved by the Arc Board of Directors' Executive Committee 8/2016)

Introduction

The Arc of East Central Iowa strives to provide services and programs as part of our efforts to improve the quality of life of our customers and our communities. Through employee ownership and fiscal responsibility, The Arc seeks to be a recognized leader in human services, providing meaningful support and successful outcomes.

The Arc works in an industry where the pace is fast and change is constant, but there are some things that don't change, like the commitment to providing services honestly, ethically, and with respect for each other and the people The Arc serves.

Mission, Vision and Values

The Arc's mission is to offer comprehensive consumer driven services which encourage choice, empowerment, and community integration. The Arc is successful because we put our core values on the job every day – doing the right thing is part of our culture and keeps the focus on our consumers. The Arc's continued success depends on each staff member making decisions that are consistent with our core values.

The Arc treats all consumers with respect and dignity and provide services that are both necessary and appropriate. The Arc makes no distinction in the provision of services based on sex, race, color, creed, gender, age, sexual orientation, gender identity, disability (mental or physical), culture, socioeconomic status, language, religion, or spiritual beliefs. Services are based on identified consumer needs, not on consumer or organization economics.

This is our mission statement: The Arc of East Central Iowa **empowers** people with intellectual and related disabilities to engage in lifelong **opportunities** to **live, learn, work** and **play** with **dignity, freedom** and **full inclusion** in their **communities**.

Code of Ethical Conduct

The essential values and ethical behaviors required include understanding The Arc's mission, placing personal commitment to The Arc above self-interest, obedience of and commitment to the law, respect for the value and dignity of all individuals, truthfulness, fairness, striving to apply resources responsibility, and striving for excellence in all work performed.

Achieve with us.



For people with intellectual
and developmental disabilities

The Arc's core values are:

- a. The Arc believes there is strength in diversity.
- b. The Arc believes that each individual and family is unique and has value.
- c. The Arc believes that individuals and families are best served in an inclusive community.
- d. The Arc believes that individuals with disabilities deserve quality education, community, vocational, social and living opportunities.
- e. The Arc believes that individuals must be treated with dignity.
- f. The Arc believes each individual and family has a right to make their own decisions.

Employee

Each employee will receive initial training on the Code of Ethics as part of his or her orientation process. They will be encouraged to ask questions throughout the training to ensure that they understand the Code. Each employee will complete and sign the Code of Ethics policy, a copy of which will be maintained in their personnel file. There will be an annual refresher training provided either directly or via email, with particular alerts to modifications to the code.

Public

A copy of the Code of Ethics will be maintained at our central office in a location that is available to the public and will be posted on the agency web site.

Business Practices

- The Arc agrees to engage in and promote honest and ethical conduct.
- The Arc will avoid the actual or appearance of conflicts of interest.
- The Arc will comply with applicable laws, rules, and regulations of federal, state, and local governments.
- The Arc will responsibly use and control all assets, resources and information in our possession.
- The Arc will respect the confidentiality of information acquired during the course of our work, and The Arc will not use any confidential information for any personal advantage.
- The Arc will encourage the prompt reporting of any violations of this Code of Ethics or other governing documents.

Marketing and Communications Activities

- The Arc will practice honest, transparent and timely communication to facilitate the free flow of essential information in accord with the public interest.
- The Arc will ensure that all services and products are promoted in a manner that promotes respect for our employees and the people receiving services, as well as sensitivity to cultural values and beliefs.
- The Arc will protect confidential information and comply with all legal requirements for disclosure of information affecting the welfare of others.



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- The Arc will protect the privacy of our employees and disclose information about them as permitted or required by law and/or only with their expressed, written permission.
- The Arc will protect the privacy of people served and use their stories only with their expressed and written permission.
- The Arc will disseminate accurate information and promptly correct any erroneous communication for which The Arc may be responsible.

Professional Responsibilities

- The Arc is committed to continually improving our relationship with the public, our employees and people The Arc serve.
- The Arc will respect the tools and resources provided to meet the needs of the organization and those that The Arc serve.
- The Arc will not discriminate because of sex, race, color, creed, gender, age, sexual orientation, gender identity, disability (mental or physical), culture, socioeconomic status, language, religion, or spiritual beliefs and The Arc shall endeavor to eliminate or prevent discrimination in rendering services.
- The Arc will treat one another and consumers with dignity and respect.

Service Delivery

- The Arc's service delivery system will provide consumers with professional services in a non-discriminatory manner and with accepted best practices.
- The Arc will always take reasonable measures to protect the health, safety, and emotional wellbeing of consumers and not use professional relationships or authority with them for personal advantage.
- The Arc will keep in confidence information about consumers which has been obtained in the course of professional service, unless disclosure is required by law.
- The Arc will strive to provide quality services at all times.

Human Resources

- Through on-going professional development and continuing education, The Arc will strive to remain current with our skills and abilities relevant to the services The Arc offers.
- The Arc is committed to diversity within our workforce to effectively meet the needs of the people The Arc serves.
- The Arc is committed to providing a safe, smoke and drug-free and healthy working environment.

Conflict of Interest

- Having conflicts of interest— in practice or in appearance— runs counter to the fair treatment which all individuals are all entitled to.
- The Arc personnel are to avoid any relationship, influence, or activity that might impair, or even appear to impair the ability of staff members to make objective and fair decisions when performing the job.



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- Personnel should never ask for a gift or money from a consumer and generally should not receive gifts or money from a consumer.

Staff Member Conduct

- It is a violation of The Arc's policy and of professional ethics for staff persons to engage in interpersonal relationships with individuals receiving services.
- All staff-individual relationships must be formed for professional purposes only.
- Specifically, "dating" is forbidden between staff persons and the individuals served.
- Possessing, dispensing, or using a controlled substance during work hours without medical prescription is strictly prohibited.
- Reporting to work or working under the influence of alcohol or a controlled substance without a medical prescription is strictly prohibited.
- Employees shall not work in a manner that willfully obstructs or hinders the work of another employee, and they shall work in a manner that is conducive to efficiency and safety.
- Insubordination is the refusal of a legitimate, work related order from a supervisor or from management personnel, or the use of obscene or otherwise objectionable language to such personnel in a threatening manner. All employees shall avoid insubordinate behavior.
- Employees shall maintain a high level of professionalism in their work. Among other things, professionalism requires an employee to adhere to the performance and ethical standards of their profession, to work in a courteous and efficient manner, to undertake continuing efforts to improve relationships with the public, coworkers, and consumers and to maintain a positive attitude toward their work.

Personal Fund Raising

- Personal fund raising in the workplace for school and not for profit organizations is permitted but sales to consumers are not allowed.

Witnessing of Legal Documents

- In general The Arc staff members will not witness the signing of legal documents (wills, mortgages, contracts, divorce decrees, other property settlement documents) for The Arc consumers. However, The Arc staff members who are Notary Publics may witness legal documents if they so choose.

Whistleblower Protection

- In accordance with laws governing both profit and nonprofit corporations including the U.S. Sentencing Guidelines, The Arc has adopted a whistleblower policy and procedure, which encourages employees to report any financial improprieties.
- These procedures include the development of a confidential system to report violations. Employee reports of improprieties will be taken seriously and investigated promptly.
- Employees bringing such reports will not be subject to retaliation or adverse action based on the disclosure of the complaint.



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Please note that individuals who bring unethical activity to the attention of managers shall not be disciplined or punished as a result of their reports.

Violations of Ethical Conduct

1. Reporting a violation

- a) Discuss the issue with your supervisor. Your supervisor has experience with many issues arising in your work area and has access to many resources. The supervisor should be given a chance to address the issue.
- b) Discuss the issue with your Human Resources representative. If you and your supervisor cannot find an answer, or you do not feel comfortable sharing the issue with your supervisor, contact your Human Resources representative. They can be helpful in providing information or directing you to the right individual for resolution.
- c) Discuss the issue with the Operations Director. If your Human Resources representative is unable to help, or if you feel your concern is not receiving appropriate attention, contact the Operations Director.
- d) Bring the matter to the attention of the Executive Director. Matters that cannot be resolved within the above parameters or that require anonymity should be brought to the attention of the Executive Director. Anonymity will still be protected as requested. If permission is provided, information would only be shared to the extent necessary to investigate and take corrective action.
- e) Methods of Contact or Reporting
To report suspected financial impropriety, fraud, abuse, or wrong doing, please contact our Corporate Compliance Officer by calling 319-365-0487 or in writing to:
Operations Director
The Arc of East Central Iowa
680 2nd Street SE, Suite 200
Cedar Rapids, Iowa 52401

In the event the Corporate Compliance office is the subject of the report, the report should be submitted to the Executive Director of the Arc of East Central Iowa at the address and phone number above; the same timelines as above will apply.

(Reports may be submitted anonymously, but if you would like to receive a response stating that The Arc received your report, be sure to include your name and a phone number where you can be reached during business hours. In addition, The Arc may need to clarify information submitted or obtain additional information from you.)



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2. Investigation

Reports will be investigated or referred to appropriate personnel for resolution within 5 business days after receipt of the complaint. A decision will be made within 60 days of the initial report. A written decision will be provided explaining the issue and the resolution. Decisions may be appealed to the Executive Committee of the Board of Directors within 15 days following receipt of the report.

3. Corrective Action

Violations of the Code of Ethics can result in corrective action, up to and including termination. The Arc's policies and procedures on corrective action will apply.