



CODE OF ETHICS

1. **Human Resource**

The leadership of this organization is committed to treat all staff members with respect and always respects their individual right, both as employees and as humans. The personnel policies of this organization are found within the personnel section of the policy manual and are appropriate to accomplish the organizational goals, meet all applicable laws and regulations, and act as a guide for the daily treatment and functioning of the staff. The personnel policies are reviewed on an annual basis, with input from all staff, for the purpose of ensuring the policies continue to be appropriate. Corrections and additions are made as needed.

2. **Board of Directors**

The members of the board of directors conduct themselves in an ethical manner by consistently following the dictates of the organization's Articles of Incorporation and by-laws. The board has established and follows a policy that clearly addressed conflicts of interest. The board annually approves the organization's budget, reviews the corrective action plan for accessibility, reviews the outcome measurement report, reviews the planning report, reviews the independent auditor's report, reviews the insurance coverage, reviews the client rights report, and reviews the organization's accident report. The board and administrator continually review the mission of the organization and make modifications as appropriate. The board and administration continually engage in strategic planning efforts to ensure that the organization receives appropriate leadership. The board meets periodically with staff members and consumers in order to receive input.

3. **Business and Financial Practices**

The organization's business and financial practices are conducted in accordance with solid and recognized ethical business practices. All policies and procedures that guide the financial business practices found within the organization's procedures manual. The procedures are reviewed on a regular basis and adhered to on a consistent basis. Monthly financial reports which detail the organization's business and financial activities are developed and reviewed by the Executive Director and the Board of Directors. Caldwell Opportunities has an annual financial audit performed by a certified public accountant. This report is reviewed with management and the board of directors by that certified public accountant.

4. **Marketing Activities**

All products and services are marketed in a manner which does not diminish nor disrespect any persons served. The staff and board strive to use person first language when referring to persons served in both written and oral dialogue. Subcontract work is secured based on work performance not due to the population served by Caldwell Opportunities (COI). In order to ensure that customers receive quality products and services, COI maintains a systematic quality assurance program.

5. **Treatment of Persons Served and the Community Members**

Because the mission of this organization is to improve the opportunities, enhance the quality of life, and increase the independence of clients, Caldwell Opportunities (COI) is mindful of that mission when interacting with consumers, their families, friends, and others in the community. Every effort is made to provide confidential, quality, and timely services to consumers on an individual basis. Clients have access to the Executive Director and Board of Directors through individual or group meetings where free expression about the improvement of services is encouraged. COI's staff and board members strive to be involved in other community activities in order to be good community citizens. The organization is committed to obtaining input from the community and persons served through as many avenues as possible.

6. **Client Welfare**

- a. Primary Responsibility of the agency is to respect the dignity and promote the welfare of all clients.
- b. Caldwell Opportunities (COI) encourages client growth and development in ways that foster client interests and welfare; COI avoids fostering dependent relationships.
- c. All staff and clients work jointly with each client's team in devising integrated, individual program plans that offer reasonable promise of success and are consistent with abilities and circumstances of each client. Client's team members and clients regularly review treatment plans to ensure their continued viability and effectiveness, respecting clients' freedom of choice, as promoted by their respective case manager.
- d. The agency recognizes that natural supports are important in the client's lives and we strive to enlist natural supports' understanding and involvement as a positive resource, when appropriate.

7. Respecting Diversity

- a. Caldwell Opportunities (COI) does not condone or engage in discrimination based on age, color, culture, disability, sexual orientation, ethnic group, gender, race, religion, marital status or socioeconomic status.
- b. COI actively attempts to understand the diverse cultural backgrounds of the staff and clients we serve. This includes learning how the agency's own cultural/ethnic/racial identity impacts the values and beliefs. See Cultural Diversity plan and policy.

8. Consumer Rights

- a. When programming is initiated, and throughout the process, Caldwell Opportunities (COI) staff inform clients of the purpose, goals, techniques, procedures, limitations, and benefits of services to be performed, and other pertinent information. Clients have the right to expect confidentiality and to be provided with an explanation of its limitations, including supervision and/or treatment team professionals; to obtain clear information about their case records; to participate in the ongoing team meetings; and to refuse any recommended services.
- b. COI offers clients the freedom to choose whether to enter programming and leave a program at any time. (with guardian approval if required)
- c. COI values courtesy, honesty, tolerance, equity and dignity of all staff and clients. COI works to insure no client experiences humiliation while engaged in programming.
- d. COI has a zero tolerance for Bullying.

9. Mandatory Reporter

Employees of Caldwell Opportunities (COI) are mandatory reporters. COI staff is ethically required to take the appropriate steps to safeguard the health and well-being of the clients we serve. Staff must report any suspected cases of abuse, sexual abuse, neglect, and other endangerment to the appropriate authorities.

10. Indecent Exposure

Employees, staff, clients, visitors will not engage in indecent exposure. This will result in suspension, expulsion, banishment from grounds, possible involvement of police or the legal system. (urination in public place may result in the above)

11. Consumers Served by others

If a client is receiving services from another agency/provider, with the client's consent (guardian if required), we will inform the providers already involved and develop a clear agreement to avoid confusion and conflict for the client.

12. Work Place Violence

Caldwell Opportunities, Inc. has a no tolerance policy towards work place violence.

13. Personal Needs and Values

- a. Caldwell Opportunities (COI) will maintain respect for clients, and avoid actions that seek to meet their personal needs at the expense of the consumer.
- b. COI is aware of its own values, attitudes, beliefs, and behaviors and how these apply in a diverse society, and avoid imposing these values on clients.

14. Alcohol/Illegal Drugs

Caldwell Opportunities (COI) has a no tolerance policy regarding the use or possession of illicit drugs or alcohol on the grounds, in the vans, while engaged in any activity related to COI programming.

15. Smoking/Tobacco products:/E-cigarettes

Caldwell Opportunities has a no tolerance policy toward the use of tobacco products/E-cigarettes in nonsmoking areas. The gazebo is the only designated area.

16. Dual Relationships

Caldwell Opportunities (COI) is aware of the influential positions with respect to clients, and staff members avoid exploiting the trust and dependency of clients. COI does not condone dual relationships with clients that could impair professional judgment or increase the risk of harm to clients. (Examples include but are not limited to: familial, social, financial, business or close personal relationships with clients or families or guardians). When a dual relationship cannot be avoided, the agency takes the appropriate professional precautions such as informed consent, consultation, supervision, and documentation to ensure that judgment is not impaired and no exploitation occurs. The Executive Director must approve such situations.

17. Sexual /Personal Relationships with clients

- a. Caldwell Opportunities (COI) does not allow any type of sexual /personal relationships between clients and staff.
- b. COI employees will not engage in sexual relationship with former clients within a minimum of 5 years after termination from the program.

18. Social Media

The posting of information regarding Caldwell Opportunities (COI) on the organization's website or Facebook must be approved by the Executive Director or designee. Employees shall not post information regarding persons served on the organization's website or any social media outlet, e.g. Facebook, Twitter, blogs, etc. Social media is not a confidential form of communication. COI is committed by policy, practice, and legal requirements to maintain and guard the confidentiality of all persons served. Therefore, it is the policy of COI that no employee may communicate or befriend a consumer of COI utilizing social media. This is applicable for present consumers or former consumers.

19. Research Projects

No client will be involved in a research project affiliated with Caldwell Opportunities, Inc.

20. Multiple Clients

When Caldwell Opportunities (COI) agrees to provide services to two or more persons who have a relationship (such as husband and wife, or parents of a client), the COI staff will clarify at the outset, the parameters of involvement of family members during program hours.

21. Bullying

Caldwell Opportunities has a no tolerance stance toward bullying.

22. Termination and Referral

- a. Caldwell Opportunities (COI) does not abandon or neglect clients in program.
- b. No weapons will be on COI property: this may result in termination
- c. If COI determines an inability to be of professional assistance to clients, a team meeting is called and COI assists in referral to appropriate services meeting the individual's present needs. COI is knowledgeable about referral resources and suggests appropriate alternatives with the assistance of case managers as appropriate.
- d. COI may terminate a client, when it is reasonably clear that the client is no longer benefiting, when the program no longer serves the client's needs or interests, when the client is medically/physically /psychologically unable to participate in the program safely.,
- e. COI may terminate a client if the client behaves in an inappropriate manor putting themselves or others at risk, or when an unlawful act occurs on COI property.
- f. COI does not allow the consumption of alcoholic beverages, use of illegal drugs or substances on COI property: these may result in termination or suspension.
- g. COI allows tobacco product usage in the outside smoking area only. Noncompliance may result in termination. Electronic cigarettes may only be used in this area or individual vehicles.
- h. COI may terminate a client when the authorizing body limits or refuses to authorize any further services. (after team meetings are held to assist with planning and referral)

23. Competency of Employees

Staff will practice within the bounds of their competency

24. Violations of this Code of Ethical Conduct

Board members, staff members, consumers, and members of the community are encouraged to report violations of our code of code to the president of the board or the Executive Directors, without fear of reprisal. All allegations of violation by staff members will be investigated by the Executive Director and Caldwell Opportunities (COI) personnel policies will be followed in the investigation and dispensation of such reports. Allegations of violation by the Executive Director will be investigated by the board of directors and COI personnel policies will be followed in the investigation and dispensation of such reports. All allegations of violation by board members will be reviewed by the president of the board and the by-laws will be followed in the investigation and dispensation of such reports.