

502. Code of Ethics Guideline

The Board of Directors, management and staff of Mountain Regional Services, Inc. (MRSI) are committed to the highest level of performance, professionalism and ethical conduct in every aspect of service delivery. All actions are guided by the organization's mission of assisting each person served in achieving the highest quality of life, and seek to deliver outcomes that reflect client choice, dignity and well-being.

- Qualified individuals shall have access to services and will not be discriminated against based on race, color, religion, age, sexual orientation, disability or national origin. Client rights, as documented in MRSI's Participant Handbook and each Individual Plan of Care, will be respected at all times. Services will be designed around the needs and choices of participants and delivered in a respectful, professional manner.
- Board members, management and staff will keep as a priority the welfare of those receiving services. Professional employees are expected to adhere to the rules and regulations governing their profession. All employees must represent their credentials, competency, education, training and experience in a truthful and accurate manner.
- Business and financial practices will be conducted in accordance with all applicable laws, regulations and recognized ethical business practices. MRSI follows closely the code of professional ethics of the American Institute of Certified Public Accountants. This includes but is not limited to the obligation to promote sound and informative financial decisions and reporting. MRSI recognizes that it has a responsibility to the public which consists of clients, creditors, governments, employees and the business/financial community. Contractual relationships will be in accordance with all laws and legal requirements, sound business principals and moral and ethical conduct.
- The organization's marketing activities will be driven by a commitment to represent persons with disabilities in a dignified manner. Marketing activities will complement MRSI's mission, and client choice and confidentiality will be respected and serve as a guide for all promotional activities. All marketing actions will be undertaken with the intent of positively influencing society with regard to persons served and services offered, with the ultimate goal of achieving understanding, acceptance and integration.
- MRSI staff should be alert to and avoid conflicts of interest, including the appearance of or potential for conflict, that interfere with the exercise of discretion and impartial judgement. We want to ensure that MRSI is keeping the interest of the participants in focus and supporting participant choice. Employees are required to self-disclose potential conflicts of interest at time of hire and throughout employment. If a conflict of interest is identified, appropriate individuals will be notified and be involved in the mitigation process.

- MRSI strives to recruit, manage, develop, and retain staff members who meet the needs of the participants and contribute to the accomplishment of the agency's mission. In doing so we strive to ensure compliance with the Equal Employment Opportunity Commission and Cultural Competency and Diversity guidelines, and encourage hiring of qualified candidates who reflect the diversity of the community and population served. No staff member will discriminate against any person in recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of race, color, national origin, gender, age, disability, marital status, sexual orientation, political affiliation, religion, and receipt of public assistance or other factors which cannot be lawfully used as the basis for employment decisions.
- NADSP Code of Ethics for Direct Support Professionals: **Person-Centered Supports:** My first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance; **Promoting Physical and Emotional Well-Being:** As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth and recognize the autonomy of the individuals receiving support while being attentive and energetic in reducing their risk of harm; **Integrity and Responsibility:** As a DSP, I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community; **Confidentiality:** As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support; **Justice, Fairness and Equity:** As a DSP, I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights and responsibilities of the people I support; **Respect:** As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others understand their value; **Relationships:** As a DSP, I will assist the people I support to develop and maintain relationships; **Self-Determination:** As a DSP, I will assist the people I support to direct the course of their own lives; **Advocacy:** As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation.
- The relationship between staff and participants should always reflect the professionalism necessary to facilitate the rehabilitation effort. Staff should maintain professional boundaries at all times. Property belonging to participants or MRSI should be safeguarded and treated with respect. Staff must never lend, sell to, or accept items from participants, and the exchanging of gifts, money, and gratuities is strictly forbidden. Personal soliciting or canvassing (fundraising) on company owned facilities is prohibited. Individual employees or representatives of other organizations are not permitted to collect funds or advertise their products without consent from the President or designee. When participating in

social networking, you are representing both yourself personally and professionally as an employee of MRSI.

- Every employee is expected to be vigilant with regard to issues of abuse, fraud, waste, etc. MRSI adheres to a “no reprisal” policy for reporting improprieties whereby employees are encouraged to report concerns in the workplace, including violations of the law, regulations, ethical standards, and company policies, and seek clarification and guidance when in doubt. MRSI’s management and/or Board of Directors will investigate reported wrongdoings in a timely manner.
- MRSI’s fundraising efforts are to be done in a respectful manner that does not impose any pressure or discomfort on the person or entity being solicited and according to fundraising policies and procedures.
- MRSI staff does not have authority to witness legal documents such as powers of attorney, guardianship, advance directives, etc. If you are asked to witness any legal document, refrain from doing so and refer to the CEO or CFO.
- MRSI will take every opportunity to advocate for and promote opportunities for individuals with disabilities. Educational efforts will include the general public, service clubs, local/state/national legislators, etc., and will focus on rights, funding and acceptance. Additionally, the organization will engage in community activities that highlight the beneficial impact disability service providers have on communities where business is conducted.
- Any person associated/employed with MRSI who is accused of violating MRSI’s Code of Ethics, with due process, may be dismissed or sanctioned. Allegations of violations of MRSI’s Code of Ethics will be investigated by the Corporate Compliance Officer (CCO) and Board of Directors for incidents involving the President/CEO and by members of upper management for all other staff members, within five working days after receiving a written allegation. A decision will be rendered and shared with the accused party within ten working days of receipt of the allegation.

All staff will be required to acknowledge receipt, understanding and adherence of the Code of Ethics upon hire and annually thereafter.