

## CODE OF ETHICS AND CONDUCT

The Chimes Family of Services is committed to maintaining the highest level of professional and ethical standards in the provision and oversight of quality services to persons with disabilities and other special needs. These standards are achieved and sustained through the actions and conduct of each member of the Chimes Family of Services including Board members, staff, consultants, contractors and volunteers. Respect, honesty, integrity and compliance with laws and regulations governing our industry guide our actions and conduct. These standards serve to protect and promote the basic rights of each person receiving services, while enhancing the Agency's ability to meet its Mission.

### **Basic Rights of Persons Served:**

Every person receiving services has:

- The right to appropriate treatment and related services in a setting and condition that is supportive of the most integrated setting available to the person served.
- The right to assert grievances with respect to infringement of guaranteed rights through the appropriate mechanisms including:
  - Chimes Grievance Procedures
  - Human Rights Advisory Standing Committee
  - Advocates, if available
  - Protection and Advocacy System
- The right to be informed at the point of admission into a program, and at the annual individual plan meeting thereafter, of the Basic Rights, and the name, address and telephone number of each Committee member. The person's guardian and family members having contact with the person shall also be informed of the person's rights, and the name, address and telephone number of each Committee member.
- The right to an individual plan and the implementation of that plan.
- The right to participate in all decision making.
- The right to freedom from physical restraint, mechanical restraint, chemical restraint, or time-out except in a situation which presents a danger to himself/herself or others.
- The right to freedom from abuse and neglect.
- The right to a humane treatment environment that affords reasonable protection from harm and appropriate privacy with regard to his/her personal needs.
- The right to be present and to participate in the review of his/her behavioral intervention and/or other deliberations, which may affect his/her well-being.
- The right to privacy, including reasonable access to a telephone, the right to receive visitors at reasonable hours, and the right to send and receive mail unopened, including having access to writing instruments, stationery, and postage.
- The right to confidentiality of and access to his/her records, unless access would be deemed detrimental to the person, in accordance with the appropriate federal, state and local laws and regulations.
- The right to have all information in an official record be accurate and complete.

- The right to receive legal representation at reasonable hours, and to speak with that individual in an area where the communication cannot be seen or heard.
- The right to worship as he/she chooses and the right to receive clergy of his/her choice at all reasonable hours.
- The right to manage his/her personal financial affairs in accordance with his/her ability as determined by the team, and the right to an accounting of all funds belonging to him/her that are held or otherwise administered by the facility.
- The right to access a licensed healthcare practitioner of his/her choice at his/her expense.
- The right to possess and use his/her own clothing and other personal effects to a reasonable extent and to have security for those effects.
- The right to share a room and/or visit privately with a significant other, if it is feasible to do so and not medically contraindicated.
- The right to leave the premises for personal activities with the level of supervision and assistance determined by the team based on community mobility skills, basic survival skills, medical contraindications and available resources.
- The right to be protected from research activities.
- The right to be protected against having work assigned solely for the benefit of the facility without compensation.
- The right to exercise the rights described in this section without intimidation or reprisal (e.g., in the form of denial of any appropriate treatment).
- The right to access self-help support services and advocacy support services.

The rights described in this section shall supplement but do not replace any statutory or constitutional rights. Such rights shall not be abridged without due process.

### **Obligation of Staff:**

In order to protect and promote the rights of persons served and promote the mission of the Agency, all members of the Chimes Family of Services will:

- Maintain confidentiality of privileged information.
- Promptly report all abuse, neglect or mistreatment of any person receiving services consistent with Agency regulatory requirements.
- Implement an Individualized Education Plan/Individual Plan (e.g., CHOICE Plan, Personal Futures Plan) as assigned responsibility and will refrain from altering an Individualized Education/Individual Plan without authorization.
- Refrain from engaging in or committing any false, fraudulent, misleading or harmful statement, action or omission involving a person served, another employee, the Agency, entities or individuals having a relationship with the Agency or any action disloyal to the Agency.
- Refrain from removing property belonging to the Agency or persons served without prior authorization from the program director, department head or, as appropriate, the person served.
- Treat and promote the treatment of people with intellectual and/or other disabilities with respect and dignity, and work to remove barriers to full participation and inclusion in all communities.
- Assure that Chimes meets the needs of the persons receiving services.
- Respect the value and dignity of all persons.
- Strive to create and maintain a climate of loyalty, trust and mutual respect

- Support a work atmosphere in which the work of each person is respected as important.
- Recognize excellent work done by other staff members and persons receiving services.
- Strive to speak to everyone in a friendly, positive, enthusiastic and courteous way.
- Support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.
- Support the decisions of management. Positions may be stated, but ultimately staff members shall follow management's final decision.
- Be loyal to Chimes. Refrain from doing anything that might bring discredit to Chimes.
- Acknowledge that enthusiasm and a positive attitude always make for a better work place.
- Uphold all applicable laws and regulations, going beyond the letter of the law to protect and enhance Chimes ability to meet its mission.
- Be responsible stewards of Chimes resources.
- Strive for personal and professional growth to improve effectiveness.
- Carefully consider the public perception of personal and professional actions, and the effect those actions could have on Chimes reputation in the community and elsewhere.
- Abide by all professional codes of ethics respective to their areas of expertise.
- Remain abreast of current knowledge in professional area of expertise.
- Promote the work of the organization and conduct business in a professional manner consistent with the values of the organization.
- Fulfill job responsibilities in a professional manner and uphold all policies and procedures.

**Obligation of Members of the Boards, Direct Service Consultants/Contractors and Volunteers:**

Members of the Agency's volunteer Boards, direct service consultants/contractors and volunteers are expected to uphold the same ethical and moral standards, and as applicable, obligations expected of all Agency employees. Further, strict adherence to the Agency's Conflict of Interest Policy is required by all members of the Chimes Family of Services.

**Violations of the Code of Ethics and Conduct.**

Complaints or violations of the Code of Ethics and Conduct are taken seriously, must be reported, and are thoroughly and promptly investigated. **See Ethics Point.**

For further information and a copy of applicable Policies, please email [Chimesweb@chimes.org](mailto:Chimesweb@chimes.org).