



The Arc of Somerset County Code of Ethical Conduct

Our Commitment to Honesty, Integrity, Respect and
Excellence in our Performance and Service Delivery

Adopted by the Board of Directors:
May 26th, 2009

The Arc of Somerset County
Code of Ethical Conduct

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Mission

The Arc of Somerset County supports persons with developmental disabilities and their families in realizing their dreams by providing lifelong advocacy and quality services. We further support efforts toward the prevention of developmental disabilities.

Vision

*We will provide the leadership to create an inclusive community of caring so outstanding, its echo will reverberate throughout human services of all kinds for years to come.

*Participants in our community include individuals with a disability, their families, staff, volunteers and all of our friends and supporters in the larger community of Somerset County

*The guiding principles of our vision will be:

- Education – lifelong learning for all participants
- Caring-respect and compassion among all of us: always leading from the heart
- Hope- advocacy and encouragement
- Opportunity – transcending disability by recognizing and developing the capabilities of each and every participant.

Value Statement

The Arc of Somerset County believes that every individual should have the opportunity to live and participate in the community regardless of the level of their abilities. We further believe that:

- Every individual is inherently valuable.
- Every individual can dream, grow and learn.
- Every individual deserves the right to make meaningful choices about how and where they live, work and play.
- A dedicated, highly qualified staff is essential to The Arc's ability to best support people with developmental disabilities
- Every individual deserves the opportunity for meaningful family relationships
- Family involvement, at all level, is essential to our mission.

The Arc of Somerset County embraces its obligation to set and uphold the highest standards of professionalism, and to promote ethical behavior, attitudes and judgments, on the part of its leadership, employees, volunteers and other stakeholders. Our Code of Ethical Conduct, operating standards, practices and policies are based on The Arc of Somerset County's Core Values.

The Arc of Somerset County - Code of Ethical Conduct

The Arc of Somerset County's Code of Ethical Conduct outlines the standards by which we carry out our daily work responsibilities and activities. The standards set forth in the Code of Conduct apply to all employees, volunteers and to any one conducting business with The Arc. The Arc of Somerset County's Code of Ethical Conduct describes standards and expectations of performance in the areas of:

Business/Financial
Service Delivery
Health, Safety and Security
Personal and Professional Ethical Responsibilities
Human Resources
Outreach/Marketing/ Fund raising
Corporate Citizenship

Business/ Financial

The Arc of Somerset County conducts our business in accordance with all applicable laws and regulations. Employees who have access to agency funds in any form must follow the prescribed procedure for recording, handling and protecting money as detailed in the agency operations and policy manuals. The agency imposes strict standards to prevent fraud, waste and abuses.

- If employees become aware of any evidence of fraud, waste or abuse, they should immediately advise their supervisors. This applies to all facets of consumer, agency and payroll funds.
- Use all funding effectively and within the time accorded by the funding source.
- Assure that the financial statements, including Form 990, are issued in accordance with generally accepted accounting principals.
- Agency funds and all other asserts of the Agency are for agency purposes only and not for personal benefit.
- The Finance Committee monitors the conduct of the Financial Services Director.

Service Delivery

We affirm and support our ethical responsibilities to individuals served, their families, our membership, our community, and stakeholders. The Arc of Somerset County functions as a service, advocacy and outreach organization. Our goal is to promote community integration and interdependence for people with developmental disabilities within educational, social, residential, vocational

and family domains while upholding consumer rights. Our highest priority is the health, safety and well-being of individuals served.

- Ensure equal access to services provided regardless of an individual's age, gender, disability, sexual orientation, religious beliefs and racial, social, cultural or national origins (Non Discrimination Policy)
- Respond promptly to any and all concerns brought forward by parents, community members, funders, or other stakeholders
- Incorporate feedback from individual's served, family, employees and other stakeholders into quality improvement efforts
- Maintain appropriate licensing and accreditation.

Health, Safety and Security

All individuals who are employed by or receive services through The Arc of Somerset County have a right to a healthy, safe, productive and professional working environment.

- Immediately call 911 in any emergency or life threatening situation
- Immediately report all unusual incidents, verbal or physical threats, injuries, accidents, agency property damage, operational breakdowns, or near misses to your supervisor
- Read, understand and comply with The Arc's standards on health and safety, including emergency procedures and safety manual.
- Do not place others or ourselves at risk by our words or actions.
- We have an ethical responsibility to protect all individuals from any dangerous practice or situation and to inform our supervisor or appropriate department director.

Personal and Professional Ethical Responsibilities

The Arc of Somerset County is governed by a volunteer Board of Directors comprised of individuals with developmental disabilities, parents and / or siblings of individuals with disabilities and members from the community. The Board utilizes an extensive committee structure and maintains affiliations with many advisory groups that assist the agency in reaching its goals and focusing on The Arc of Somerset County's future.

All members of the Board of Directors, Committees and Volunteers are expected to:

- Represent the interests of all people served by The Arc of Somerset County and not favor any special interests inside or outside of this

agency and approach all business with a focus on agency Mission, Vision and Core Values.

- Not to use our service or violate trust on this Board or any Committee to our own personal advantage or to the advantage of relatives, friends and associates.
- Always be responsive and respect the confidentiality of all persons receiving services and their families, and of agency business and employees.
- Disclose to the President of the Board of Directors or management staff any real or potential conflict of interest, which might influence or appear to influence our judgment and actions.
- Consider ourselves a trustee of The Arc of Somerset County and do our best to ensure that it is well maintained, financially secure; growing and always operating in the best interest of the individuals and families we serve.

All Employees are expected to:

- Represent The Arc's mission and values in our professional behavior and act as an ambassador of the agency, especially when in the community.
- Act with honesty and integrity in the performance of our duties and responsibilities.
- Protect and respect the human and civil rights of all individuals served, including the rights to privacy and personal dignity
- Must not engage in sexual, verbal, physical or any other type of harassment or abuse or conduct themselves in a way that could be construed as such.
- Disclose to management if there is a potential conflict of interest which might influence or appear to influence our judgment and actions

Human Resources

It is The Arc of Somerset's policy to employ, train, promote, terminate and otherwise treat any and all employees and job applicants on the basis of merit, qualifications and competence. Without regard to an individual's sex, race, religion, national origin, pregnancy, age, marital status, physical handicap, veteran status, sexual orientation or disability.

- Operate in a fair and ethical manner
- Provide all employees with ongoing opportunities to give and receive feedback on their performance both formally and informally
- Ensure the quality of service through a verified employee selection process that includes finger printing, background checks and MVR screening

Outreach, Fundraising and Marketing

All outreach, fundraising and marketing and promotional activities must:

- Support and promote the mission of The Arc of Somerset County
- Provide respect and dignity toward the individuals and families served by the organization
- Never misrepresent The Arc of Somerset County or mislead or misinform the public
- Follow generally accepted accounting practices in accordance with local, state and federal regulations

Corporate Citizenship

Uphold our ethical responsibilities to the community by providing services that meet the diverse needs of individuals with developmental disabilities and their families.

- Cooperating and collaborating with agencies and professions that share the responsibility for people with disabilities to develop partnerships and service opportunities for the good for the community.
- Facilitate outreach activities, which provide training, enhance sensitivity and raise awareness about individuals with an intellectual / developmental disability
- Advocate for people with developmental disabilities through active participation and leadership in local, county and statewide forums, including the Somerset County Human Services Advisory Council, Office of Disability Services Advisory Council, RVCC service learning advisory council and other such forums.

Reporting and Addressing Allegations of Violations

All Arc of Somerset employees and volunteers have a duty and responsibility for reporting perceived, actual or potential violations of laws, regulations, agency policy or the Code of Ethical Conduct. If anyone believes they have witnessed or have knowledge of unethical or illegal activities, they must discuss their concern with their immediate supervisor, the Director of Human Resources or the Corporate Compliance Officer.

Reporting in good faith an actual or suspected conflict of the Code of Ethical Conduct will not be a basis for disciplinary or other retaliatory action. "In good faith" means an employee actually believes or perceives to be true the information being reported. In accordance with the New Jersey Conscientious

Employee Protection Act, the agency prohibits retaliatory action against an employee for reporting any wrongdoing. Reporting, however, does not protect an employee from civil, criminal or disciplinary action regarding his or her own performance or action.

Any employee who violates any law, regulation, agency policy or the Code of Ethical Conduct is subject to disciplinary action, as described in the Human Resources policies and procedures, up to and including involuntary separation from employment.

Violations of ethical codes by volunteer members of the Board of Directors or its Committees will be addressed by the Corporate Compliance Officer and/or the agency's Human Resources Committee. The Corporate Compliance Officer, after receiving an alleged violation of ethical codes, is responsible for convening the Executive Quality Committee, determining if an investigation is warranted and overseeing the investigative process. The committee is then responsible for developing and submitting recommendations to the President of the Board of Directors and the Executive Director. A written record of the committee meeting(s), recommendations, and final actions are maintained in a confidential manner by the Corporate Compliance Officer.

Education on the Code of Ethical Conduct

The Arc of Somerset County's Code of Ethical Conduct is not optional. This Code applies to all Arc of Somerset County employees, volunteers, Board members, consultants and contractors. The Code has been developed to help everyone understand what is expected of us as employees and associates of The Arc. Everyone is to respect the core values described in the Code and make a personal commitment to adhere to the standards and guiding principles.

- Each new employee, volunteer or consultant will receive a copy of the Code of Ethical Conduct which will be reviewed, signed and maintained in Human Resources Department.
- Education on the Code of Ethical Conduct will be incorporated into the *Agency Orientation Training* and through the *Orientation to Specific Program* training.
- Adherence to the Code of Ethical Conduct is incorporated into the performance reviews of each employee
- Supervisors are encouraged to discuss the Code during regularly scheduled staff meetings
- Education on the Code of Ethical Conduct is included in the Board and Committee Orientation training for all new Board and Committee members.
- Members of the Board of Directors and its Committees annually review and reaffirm their commitment to the Code of Ethical Conduct.