



## Code of Ethics

### Developmental Disabilities Resource Center

The Developmental Disabilities Resource Center is a private nonprofit corporation governed by a volunteer Board of Directors and operating for public purposes with public support. In order to promote a foundation of trust, DDRC, its staff members, volunteers and service providers will operate with the highest moral, ethical, and business standards. The DDRC Code of Ethics is based on our mission and vision statements and guided by our fundamental values of quality, dignity and choice.

#### **DDRC/I will:**

**Operate in a manner that upholds DDRC's integrity**, promotes its mission, adheres to bylaws, and merits the trust and support of the public.

**Treat all people with dignity and respect.**

**Safeguard public confidence** by being honest, fair, truthful, loyal, caring and respectful in our actions and as we provide quality services.

**Encourage communities to accept** individuals with developmental disabilities through personal interaction, participation in community affairs, and by acting as concerned and responsible neighbors.

**Present a progressive image** to the public by respecting and assisting individuals with developmental disabilities with the respect and dignity we give other people.

**Promote principles of self-determination** and value choices made by the individuals we serve and their families.

- Assist individuals with disabilities and their families in realizing their goals.
- Provide individuals and families with supports that enable them to obtain a heightened quality of life.
- Keep individuals' and families' best interests as our highest priority.

**Promote honest and forthright communication.**

**Provide and promote conscientious customer services.**

**Avoid discrimination.** DDRC is an equal opportunity employer and committed to the principle of diversity.

**Preserve confidentiality** to ensure that all information, which is privileged, confidential or nonpublic, is disclosed only appropriately.

- Avoid discussing confidential matters outside of DDRC.
- Exchange of sensitive information regarding individuals and their families will be done in a respectful manner.

**Avoid conflicts of interest** by taking no actions that could bring personal benefit at the expense of DDRC and avoiding even the appearance of a conflict of interest.

- Avoid any relationship, influence or activity that might impair our ability to make fair and credible decisions in the work place
- Avoid creating an environment of favoritism, which impairs or influences our ability to promote positive team dynamics.
- Avoid activities that conflict with fiduciary, ethical and legal obligation to DDRC and the people we serve.
- Staff will decline personal gifts beyond a nominal amount (about \$10) or favorable treatment from customers for services associated with DDRC.
- Staff will not seek nor accept loans from individuals in our services or their family members.
- In situations where we are aware of a possible conflict of interest, full disclosure of the facts must take place.

**Practice accountability** by conducting business with high professional standards. DDRC is responsible to its stakeholders, donors, and others who have placed faith in us.

- Use DDRC resources in accord with the intentions of funders.
- Establish and maintain strong fiscal and management controls.
- Provide a fair resource allocation process to access funding for services.
- When working with associated agencies, provide support, technical assistance, and encourage growth in keeping with high standards of the industry while allowing latitude and creativity in managing independent affairs.
- Practice fundraising activities that are consistent with DDRC's mission, compatible with organizational capacity and respectful of donors' interests.

**Understand and respect applicable laws, rules and regulations**, going beyond the letter of the law to protect and/or enhance DDRC's ability to accomplish its mission.

- Maintain a dialogue with regulatory agencies on the application and interpretation of existing laws.
- Advocate for changes in policies that are not in the best interest of the people we serve.
- Provide stakeholders with information on the rights of people with developmental disabilities, an administrative means for dissent and grievances, assurance of due process, and safeguards against reprisal.

**Strive for personal and professional growth** to improve effectiveness and provide balance in life in an environment of learning.

- Promote flexibility for employees while maintaining the integrity of the organization.

**Consider carefully the public perception of my personal and professional actions, and the effect my actions could have, both positively and negatively, on DDRC's reputation in the community and elsewhere.**

### **Service Provider Organizations**

**DDRC will:**

**Conduct business with high professional standards, providing and promoting conscientious customer service as well as maintaining confidentiality.**

**Provide technical assistance** while allowing latitude and creativity in management.

- Technical assistance and support
- Access to knowledgeable staff
- Access to resource library
- Other supports as needed

**Promote honest and forthright communication.**

**Promote an environment that holds individuals and organizations accountable** for their conduct utilizing appropriate controls and procedures.

**Promote principles of self-determination** whereby input and preferences of individuals and families are valued.

**Provide stakeholders with an administrative means for dissent,** assurance of due process and safeguards against reprisal.

**Provide an open and accessible resource allocation process** that gives all provider organizations fair and equal access to funding for services.

**Demonstrate and promote integrity** to guard zealously against conflict of interest or its appearance.

### **Board of Directors**

**I will do my best to see that DDRC is operated in a manner that upholds the agency's integrity,** adhere to its bylaws and merits the trust and support of the public.

**I will strive to adhere to all applicable laws and regulations,** going beyond the letter of the law to protect and/or enhance DDRC's ability to accomplish its mission.

**I will treat employees, fellow Board members and the public respectfully.** I will listen carefully and consider the opinions of others doing for and to others as I would have done for and to me in similar circumstances.

**I will be a responsible steward** of DDRC's resources.

**I will take no actions that could benefit me**, my family, business associates, or friends at the expense of DDRC, avoiding even the appearance of a conflict of interest.

**I will carefully consider the public perception of my personal and professional actions**, and the effect my actions could have, positively or negatively, on DDRC's reputation in my community and elsewhere.

**I will strive for personal and professional growth** to improve my effectiveness as a DDRC Board member.

**I will refrain from unwarranted intrusion into the responsibilities of DDRC's operational management** nor undermine the executive director in his/her authority with staff members.

**I will represent everyone this organization serves**, not a particular interest group or geographic area.

**I will not discuss confidential matters** outside of the boardroom.



Members of the Board and staff of the Developmental Disabilities Resource Center developed this document in 2001. Participants included:

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