

BOARD POLICY - Executive Limitation

Ethics

Policy No. 100.1.4

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- 1 OPTIONS Family of Services, Inc. Board of Directors recognizes the importance of ethical considerations in providing services and conducting business. To that end, the board has adopted four pillars of ethical values:
 - Trustworthiness
 - Responsibility
 - Respect
 - Caring
- 2 Governance Authority:
 - 2.1 The governance authority of OPTIONS will be the Board of Directors.
 - 2.2 The OPTIONS Board of Directors will strive to set an example of ethical practices and, through the CEO, hold all organizational personnel accountable for the ethical practices outlined in this policy.
 - 2.3 The CEO will also strive to set an example of ethical practices. The CEO will be responsible for the day-to-day monitoring and enforcement of ethical practices of all OPTIONS personnel.
 - 2.4 Board members who have a conflict of interest with that of the mission of OPTIONS, will declare the nature of the conflicting interests. The board member will not vote or make decisions associated with the conflicting interest.
- 3 Professional Responsibilities:
 - 3.1 Persons employed by OPTIONS will strive to set an example of ethical and high professional standards in carrying out their duties of providing care.
 - 3.2 Staff members who have interests that conflict with that of the mission of OPTIONS will declare the nature of the conflicting interests. The staff member will not be allowed to participate in discussions or business decisions that are related to the conflicting interest.
 - 3.3 Staff members are expected to be truthful and forthright in representing facts about the day-to-day operations and interactions with persons receiving services. Documentation will be accurate, reflecting activities or work completed.
 - 3.4 The Employee Handbook will outline the expectations of all employees' behavior while performing job related activities. Included in the code of

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conduct are policies regarding gifts, exchanging of money or valuables and gratuities. Those policies will be strictly adhered to and consistently enforced by the chain of command.

- 3.5 Job descriptions will outline essential duties and will provide clear guidance to persons performing work.
 - 3.6 Performance appraisals will be conducted on a regular basis to provide feedback to employees on their job performance.
 - 3.7 The CEO will not allow favoritism to exist when any employee related decision is made.
 - 3.8 OPTIONS may hire persons who are related to one another. However, a person will not be allowed to supervise a person whom they are related to or a person in which they are romantically involved.
 - 3.9 Professional boundaries will be maintained at all times. This includes: staff-to-staff; staff-to-persons served; staff-to-family members and staff-to-funding sources. If professional boundaries are compromised, it should be reported to the employee's immediate supervisor.
 - 3.10 If called upon to witness the processing of documents, all persons associated with OPTIONS will do so truthfully and in a transparent manner.
4. Solicitation/Marketing Activities:
- 4.1 OPTIONS will not allow any employee to solicit prospective persons who receive services from another provider. However, OPTIONS may provide informational materials if contacted. If a person served is interested in changing services, they will be directed to contact their Service Coordinator or Case Manager.
 - 4.2 OPTIONS employees shall not coach persons considering services to state they are dissatisfied with services provided by their current service provider or to request a change in service.
 - 4.3 OPTIONS shall not purchase gifts, meals, or make promises of special treatment in order to encourage prospective persons who receive services from another provider to change providers.
 - 4.4 OPTIONS shall not provide misleading or exaggerated facts in order to

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benefit OPTIONS.

- 4.5 All fund-raising and public relations activities will be known to the board of directors and the CEO. All such activities will be organized to benefit OPTIONS. Activities that are designed to primarily benefit an employee or small group of employees shall not be permitted.

5 Business and Contractual Practices:

- 5.1 The CEO shall ensure proper billing and accounting practices are followed.
- 5.2 Invoicing more than one funding source (payee) to be billed for a single service provided by OPTIONS shall not be allowed. However, sometimes a specific service may be billed in part to separate payees. The aggregate of such billings will not exceed the total cost of the service provided.
- 5.3 OPTIONS shall accurately be represented when arranging, developing, and maintaining business relations.
- 5.4 OPTIONS shall not seek any type of favoritism when establishing a contractual relationship.
- 5.5 Funds accrued for services rendered will only be spent on allowable costs. No funds will be expended for the personal benefit of an individual employee of OPTIONS (this excludes payroll and reimbursement for work related expenditures, etc.). The exchange of gifts, gratuities or money associated with the operations of OPTIONS will follow policies within the personnel policies.
- 5.6 Any suspected waste, abuse, fraud or other known wrong doing is to be immediately reported to the CEO and/or appropriate regulatory body.

6 Treatment of Persons Served and Other Community Members as it relates to service delivery:

- 6.1 Persons served by OPTIONS will be treated respectfully.
- 6.2 Abuse of any sort will not be tolerated.
- 6.3 Members of the community at large will be treated with respect and with professional boundaries maintained.

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7. Regulatory Bodies:

- 7.1 Deliberately misleading or covering up reportable events shall not be tolerated.
- 7.2 No OPTIONS Employee will deliberately violate a particular regulation.
- 7.3 Persons representing regulatory bodies will be treated with respect and professional boundaries will be maintained.

8. Breach of Code of Ethics

- 8.1 Any complaints or potential breach of the OPTIONS code of ethics will be investigated by following the OPTIONS Grievance Procedure which outlines the time lines for investigations. If a person reports a potential breach of this ethics policy, no reprisal will take place. See policy 100.1.5.

Adopted: 3-16-04
Revised: 9-14-07
6-07-11
9-13-11
2-01-14
Reviewed: 12-09-15
Reviewed: 4-12-16
Reviewed: 1-24-17
Reviewed: 10-22-18
Reviewed: 11-11-19
Revised: 1-14-20
Revised: 1-12-21
Reviewed: 1-11-22
Reviewed: 1-10-23
Reviewed: 1-09-24
Reviewed: 1-14-25
Reviewed: 1-13-26