

TANGRAM

Corporate Responsibility and Ethical Business Practices

General Administrative Policy #100

Policy:

Tangram believes in the inherent value of all people and the right to have a meaningful life. This Ethical Code is the organization's guide to incorporate agency values in our work and to support day-to-day decision making. This policy is applied to business and marketing practices as well as service delivery. It is a guide to inspire employees to use the highest standards in supporting people with disabilities, to conduct the business of the agency, and be good corporate citizens.

All employees will annually receive a copy of this policy.

Consumers and other stakeholders at their request and via the Consumer Handbook, which is given and presented at the start of services and annually thereafter, will be informed of the organizations ethical practices which involve adherence to individual rights.

Anyone having a report of a violation of this policy or of any unethical behavior should follow the grievance procedure found in Human Resources Policies and Procedures, HR #101.

Our Mission:

Tangram supports people with disabilities by designing services to meet their specific needs and desires. We assist them to live full, meaningful, and happy lives, at home and as members of their community. Tangram joins with community partners to create inclusive and sustainable solutions to challenges faced by those impacted by disabilities.

Our Values:

- All people are valued human beings with rights, freedoms, and choices.
- All people have the potential to make significant contributions.
- All people are free to direct their lives.
- All people are empowered by the dignity of risk and strengthened by their experiences.
- All people benefit from meaningful relationships and community membership.

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Guidelines:

The Ethical Code reflects the mission and values of Tangram and the desire to improve the quality of life of the consumers we serve. The Director of Compliance and Risk Management will serve as the Corporate Compliance Officer.

1. Quality of Care:

- 1) We will not deny services or employment based on race, creed, color, religion/spiritual beliefs, sex, culture, language, national origin, military service veteran status, socioeconomic status, ancestry, age, sexual orientation, gender identity or physical or mental disability.
- 2) We will treat all people with dignity and respect. Actions or language that is considered by management to be abusive, angry, or humiliating is prohibited.
- 3) We will do no harm to the consumers we serve. The use of restrictive procedures including physical restraint, medication, painful techniques to manage behavior, or the withholding of supportive or needed care is prohibited unless approved by the Human Rights Committee.
- 4) We will not violate a person's rights.
- 5) We will obtain informed consent for all services, supports, and media exposure.
- 6) We will include all consumers and their chosen representatives and/or family in the development of the person centered plan, individual support plan, and vocational plan.
- 7) We will encourage and allow consumers to participate in decisions regarding their care including choosing their own staff.
- 8) We will assist consumers/guardians in the understanding and the necessity of funding for services, fees, and out of pocket expense.
- 9) We will respect the property of those we serve, treating their property with care and respect.
- 10) We will refrain from wearing personal property to the workplace if it could be damaged or lost by those served or during the course of service provision.
- 11) We will ensure that professional boundaries between persons served and staff are established and maintained. Relationships between staff and persons served should be one that is appropriate for service providers and should not be personal in nature.

2. Business and Ethical Practices:

- 12) We will conduct marketing efforts that accurately represent programs and services without exaggeration or misstatements.
- 13) We will educate staff and board on issues affecting our consumers, our agency, and our industry.

3. Legal Requirements and Regulations:

- 14) We will adhere to the laws of our nation, state, and local communities.
- 15) We will adhere to the standards of our accrediting and licensing bodies.

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- 16) We will conduct all financial practices in accordance with generally accepted accounting principles of the United States of America and in compliance with federal and state regulations governing nonprofit entities, including waste, fraud, and abuse.
- 17) Staff will not execute contracts or other legal documents on behalf of the organization or persons served and shall not witness documents for persons served.

4. Confidentiality:

- 18) We will keep all consumer and family information confidential adhering to HIPAA rules and regulations.
- 19) We will keep all employee information confidential adhering to Indiana law.
- 20) We will keep confidential and share with only staff that need to know, information about our business strategies, negotiations, and contracts.

5. Conflict of Interest:

- 21) We will conduct business with the requirement of full disclosure of potential conflicts of interest.
- 22) We will obtain an annual disclosure statement from staff and members of the board of directors.
- 23) We prohibit the encouraging, solicitation or exchange of monies, gifts, favors, services, gratuities, entertainment or other things of value. On occasion it is recognized that an isolated and nominal gift may be accepted, but anything with a value more than \$25 must be disclosed following the guidelines in the conflict of interest policy.
- 24) We will allow participation in civic and social affairs of the community, including serving on the boards of directors of civic or charitable organizations. Appropriate approvals must be obtained from the employee's supervisor.

6. Human Resources:

- 25) We will adhere to employment practices for recruiting, hiring, and promotion based on abilities, skills, experience and conduct without regard to race, creed, color, religion/spiritual beliefs, sex, culture, language, national origin, military service veteran status, socioeconomic status, ancestry, age, sexual orientation, gender identity or mental or physical disability.
- 26) We will provide opportunities for professional growth and career development.
- 27) We will provide regular communications to employees about the agency and activities that affects performance of their job duties.
- 28) We will maintain a drug free workplace.
- 29) We will have a grievance process to report and resolve conflicts without fear of retribution.
- 30) We will have a mechanism for reporting illegal activity or the misuse of agency assets while protecting the employees who make such reports from retaliation.

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31) We will adhere to the organization's Solicitation and Distribution policy, found at HR #116, with regard to personal fundraising.