



CODE OF ETHICS

Purpose:

Clearbrook's Code of Ethics shall serve to define the values that guide behaviors desired by the agency as well as identify the supporting policies, procedures, documents and activities that shall ensure the occurrence of such behaviors. The code shall be an aggregate of fundamental functions based upon regulations, discipline, protections, and information. At the heart of the agency's Code of Ethics are basic values that drive the decision-making process. These values include respect for the rights of persons with disabilities and respect for internal and external consumers/customers of the agency.

Statement of Agency's Mission:

Clearbrook is committed to being a leader in creating innovative opportunities, supports and services for people with disabilities.

Statement of Agency's Vision:

Clearbrook seeks to provide services and supports that shall promote the individuality of each person and family receiving services in a manner that is effective and efficient as measured by applicable outcomes, in compliance with applicable regulatory and oversight bodies, supported by the governing Board of Directors, and that is reflective of an array of partnerships.

Statement of Code of Ethics:

It shall be the expectation of the Board of Directors that Clearbrook operate within and demonstrate the highest moral, ethical and business standards for conduct and service with the communities served and toward the persons/families receiving services and all internal/external customers.

It shall be the practice of the agency that staff consistently conduct themselves in a manner that shall reflect the highest degree of professionalism. This shall include those attributes that are defined by applicable professional licensure/certification, job description, assigned responsibility, and standards of behavior that are valued by society at large.

It shall be the practice of the agency that internal customers, to include persons and families receiving services and employees shall be treated with the dignity and respect that is central to the promotion of positive interactions and outcomes. It is recognized that the rights of persons with disabilities are legislatively defined and, as such, shall serve as the basic foundation from which ethical behaviors shall be developed. However, Clearbrook shall reach beyond the letter of the law and shall expect that all interactions with persons and families receiving services and all customers exemplify the core value of respect.

It shall be the practice of Clearbrook to adhere to sound financial practices in order to achieve and maintain a solid financial base from which the agency shall direct its activities.

It shall be the practice of Clearbrook to create public awareness through a variety of marketing strategies that shall include, but not be limited to:

- mechanisms for publicizing the activities of the agency;
- marketing activities and efforts that reflect the agency and the community at large;
- mechanisms for responding to requests for information through various types of media (i.e., print, website, etc.) such that the confidentiality of families and persons receiving services is secured/preserved;
- the availability of consumer satisfaction data; and
- the availability of non-technical literature describing the agency's programs, services and supports; and,
- the availability of public records of the agency's performance with respect to compliance/licensure/accreditation, etc.

Reporting:

Any person reporting an allegation of violation of the Ethics Code is assured that no reprisal or other act of retaliation will be made against that individual, and that all reports will be taken seriously.

Follow-Up to Allegations of Violations of Ethical Conduct:

Allegations of violations of ethical conduct shall be reviewed by the President within five working days and shall, at the discretion of the President, be submitted to the Chair of the Human Rights Advisory Committee for additional review and recommendations by the Committee. The discussion of and follow-up to such allegations shall be discussed and documented in a masked format. The recommendations of the Human Rights Advisory Committee shall be documented by the Committee's Chair to the President for consideration. The decision of the President shall be final.

Supporting Policies, Documents and Activities:

- Clearbrook Employee Handbook
- Clearbrook's Conflict of Interest Policy for members of the Board of Directors
- Clearbrook's Corporate Compliance Program
- Training Policy
- New Employee Orientation
- Personnel Records
- Program Handbooks
- Marketing materials (print/website/video)
- Clearbrook's Customer Service Program
- Quality Assurance System Policy and Procedures
- Human Rights Advisory Committee Meeting Minutes
- Board of Directors Meeting Minutes
- Compliance Surveys
- Consumer Satisfaction Surveys
- Fiscal Audits
- Agency-wide open door practices