

Code of Conduct

The Code of Conduct defines the expectations of everyone (individual receiving the services, family, providers) regarding behavior and job responsibilities. These responsibilities are outlined in the Annual Support Plan through the Personal Outcome Measures (POM) established in the Circle of Support by the Waiver Support Coordinator (WSC).

RESPONSIBILITY OF EVERYONE

- Listen
- Be respectful and honest with each other at all times
- Recognize and respect all forms of communication, including everyone's level of understanding
- Be clear in all communication
- Do not borrow or lend money
- Provide advance notice of schedule changes
- Follow the job description or discuss changes in advance
- Keep information confidential
- Report any case of suspected fraud or abuse to the Support Coordinator
- Keep a positive attitude with each other

FAMILY RESPONSIBILITY

(or individual receiving services, if appropriate)

- Notify provider of changes in health status
- Review time sheets for accuracy
- Do not ask provider to care for other family members

INDIVIDUAL'S RESPONSIBILITY

Living Independent of Family

- Respect your family and providers and welcome them as part of your Circle of Support
- Learn from your support system and take on new challenges
- Be involved in your community
- Stay within your budget
- Learn to make your own choices and decisions
- Trust your support system unless you feel it is wrong
- Find the right person to help you change things you don't like or feel good about
- Express your feelings appropriately

PROVIDER'S RESPONSIBILITY

- Participate in Support Plan when asked
- Follow the goals of the Support Plan
- Don't use "choice" as an excuse for laziness
- Give the individual eye contact & encourage communication, decision making, and responsibility
- Be careful to be very truthful at all times
- No smoking, except on approved breaks
- Keep emergency personal phone calls short
- Don't include others that are not part of the job
- Keep accurate time sheets
- Set an example, be enthusiastic and creative
- Smile, dress appropriately and be clean
- Be on time