ACHIEVEMENT CENTERS FOR CHILDREN

Code of Ethics

Achievement Centers for Children's Mission
We empower children and adults with disabilities
to achieve their greatest potential through holistic and family-focused services.

The trust and confidence given to ACC by the individuals served are critical to its continued success. For this reason, ACC recognizes the importance of sound ethical practices and values and has established a Code of Ethics. This Code of Ethics is a statement of goals and expectations for individuals and business conduct. It is not intended to, and does not in any way constitute, an employment contract or an assurance of continued employment.

1. Service Delivery

Staff and Volunteers are required to:

- Treat clients, family members and significant others with dignity and respect
- Keep client information confidential and privileged
- Ensure fairness and objectivity in all activities
- Honor the right to privacy of all people
- Respect all people without regard to race, ethnicity, color, religion, creed, age, sex, national origin or ancestry, marital status, veteran status, sexual orientation, gender identity or expression, or status as a person with a mental or physical disability
- Respect and safeguard the personal property of the persons served and all visitors to ACC
- Demonstrate a concern for the well-being of the clients
- Provide accurate information about the services being offered
- Make every effort to advocate for needed services for clients
- Respect and enforce professional boundaries with a client or family member while the client is receiving services at ACC by not engaging in sexual, social or non-professional relationships, even if consensual
- Seek to achieve and maintain high standards of competence in their profession
- Comply with state and federal laws that guide their profession.

2. Business

ACC will conduct business in the following manner:

- Fairly, honestly and openly
- Provide services that meet client need in a clean, safe work environment
- Guard against waste, fraud and abuse when dealing with all entities including governmental and insurance resources
- Charge not more than fair market price for service and bill payors according to applicable laws, regulations and policies, including the Federal False

9/03;12/04;12/05;12/06;12/07;12/08;12/09;8/10;9/11;8/12;8/13;8/14;8/16;9/17;9/18;5/19;10/22

Claims Act
- Prohibit making or accepting payment or other consideration in exchange for referrals
- Refrain from allowing expenditures that do not advance its mission.
- Prohibit preferential treatment of members of the Board of Directors, staff or consultants in applying for and receiving ACC services
- Prohibit those associated with ACC from using its resources for personal gain
- Prohibit staff from accepting any money, tips or gratuity for doing their job
- Allow staff to accept occasional small gifts, i.e. holiday gifts, gifts upon client discharge, under $25 in value
- Prohibit members of the Board of Directors from participating in a vote when a member is individually involved in ACC's business transactions or has a current professional service relationship with ACC
- Maintain accounting segregation for restricted funds
- Adhere to social media policy

3. Development

- Raise funds in accordance with local, state and federal requirements and registers applicable fund raising activities with appropriate administrative authorities
- Require written agreements with outside contractors and consultants
- Conduct solicitation and organizational fundraising in a manner that is an accurate description of ACC, its identity and purpose, its programs and the financial needs for which the solicitation is being made
- Spend the funds for the purposes for which they were solicited, with the exception of reasonable costs for administration of fund-raising activities
- Analyze the costs and benefits of each of its fund raising activities, taking into account factors that affect the reasonableness of fund-raising costs in comparison to dollars raised
- Control the handling and acknowledgement of contributions and respect donor confidentiality requests
- Make full and fair disclosures of relevant information to donors, funding sources, and the general public upon request
- Report all fund-raising activities to Board of Directors

4. Professional Responsibilities

Staff and volunteers should:

- Be honest and fair in their dealings with one another
- Be honest and fair in conducting the affairs of ACC
- Be sensitive to and respectful of the rights and privacy of their co-workers
- Refrain from witnessing any client legal documents unrelated to client service at ACC such as, but not limited to; Power of Attorneys, Living Wills, Advance Directives
- Comply with agency guidelines concerning fundraising for other charitable causes

ACC will not tolerate:

- Any form of workplace harassment, sexual or otherwise

- Any conduct that disrupts or interferes with an individual's work performance
- Any conduct that creates an intimidating, hostile, or offensive work environment.

Potential conflicts of interest must be acknowledged. The appearance of impropriety must be avoided because it jeopardizes the trust, confidence, and relationship that ACC staff have with their clients as well as others in the community. Staff and volunteers are required to disclose potential conflicts of interest to their immediate supervisor and/or director for immediate review. Seeking employment beyond the scope of ACC duties is acceptable as long as there is no conflict of interest with the agency mission and goals. Staff are prohibited from entering into agreements which compete with ACC for current clients. Submitting competitive bids during negotiations for contracts between ACC and potential clients is prohibited.

5. Fair Employment Practices

ACC complies with all applicable laws and regulations governing fair employment practices. ACC will afford equal opportunity in all areas of employment to all individuals regardless of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, gender identity or expression, physical or mental disability, including any person with HIV or AIDS-related complex or developmental disability, and will administer all recruitment, selections, promotion, evaluation, and retention of employees or volunteers in a manner consistent with all applicable state and federal fair employment practice laws, including, but not limited to, Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act, and Chapter 4112 of the Ohio Revised Code.

6. Waste, Fraud, Abuse, and Other Wrong Doing

ACC has a duty to safeguard its assets and ensure its viability. ACC assets should be used only for legitimate business purposes and staff, managers, and directors should take measures to ensure against theft, damage, or misuse. ACC assets include intellectual property such as trademarks, business and marketing plans, salary information and any unpublished financial data and reports. Unauthorized use or distribution of this information, and theft, damage, or misuse of ACC assets are violations of ACC policy.

ACC defines waste, fraud and abuse as the following:

- Waste is the extravagant, careless, or needless expenditure of ACC funds or consumption or destruction of ACC property that results from deficient practices, controls or decisions.
- Fraud is any intentional deception designed to unlawfully deprive ACC of something of value or to secure from ACC an individual benefit, privilege or consideration to which the actor would otherwise not be entitled.
- Abuse is intentional, wrongful, or improper use of ACC resources or gross neglect of duties.

7. Serious Misconduct

The following set of serious offenses warrant dismissal on the first occurrence without warning:

- Engaging in waste, fraud and abuse as defined above
- Theft or misuse of ACC property, assets, or others' personal property
- Deliberate or negligent destruction or defacing of the ACC's property, assets, and equipment
- Serious misconduct including abusing clients, dishonesty, fighting, breach of confidentiality, fraud, falsification of work records or other documents, and/or gross negligence
- Violations outlined in the substance abuse policy
- Possession of firearms or other weapons on the ACC's property
- Insubordination, i.e. refusing to perform job related duties or tasks properly assigned by a supervisor or refusing to work cooperatively with management to achieve agency goals
- Failure to comply with this Code of Ethics

As indicated, the offenses for which termination may be imposed is not limited to the above list. ACC reserves the right to remove individuals from its employ for acts or omissions of which it does not approve at its discretion.

8. Policies on Contractual Relationships

When contracting with consultants, organizations and business, ACC's contract will usually be in the form of a detailed proposal, including the purpose of the contract, activities of the contract, costs to be incurred and/or fees to be received, if applicable. ACC prohibits the use of bribery. All contracts ACC enters into will be reviewed by the appropriate members of management and will be approved by the CEO.

Reporting Possible Violations

Any perceived breaches of the Code of Ethics should be reported immediately. Employees and/or volunteers should report the breach to their immediate supervisor/manager. If the perceived breach involves the employee's and/or volunteer's immediate supervisor/manager, the breach should be reported to the next higher level. If the perceived breach involves the CEO, employees and/or volunteers reporting the breach should go directly to the Compliance Officer who in turn, will go to the Board of Directors.

Unless involved in the alleged violation, all reports will be forwarded and reviewed by the CEO, Executive Vice President of Finance and Operations, Executive Vice President of Programs, and Compliance Officer. After making the report, if the employee and/or volunteers do not receive a response within a reasonable length of time, the employee and/or volunteers should report the breach to the next higher level.

Any reported breaches will be investigated within five working days and resolved with appropriate action by the Compliance Officer within twenty working days. Recommendations from the investigation will be set forth at that time. Except to the

extent needed for legal reasons, confidentiality will be maintained for the person reporting the breach.

Management maintains a “no reprisal” approach towards staff reporting a perceived breach. ACC encourages all staff and volunteers to be prompt, open and forthright in reporting perceived breaches of the Code of Ethics.

Annual Review

This Code of Ethics will be annually examined, updated, and restated through a joint effort of the Board of Directors and Management. Upon its initial adoption and after each annual review, it will be published and provided to ACC’s clients, staff and volunteers. It will also be included in the new employee orientation, Board of Directors orientation and reviewed during the client intake process.