

Policy Title	Code of Ethics	
Policy Section	Conduct and Ethical Behavior	
Review Dates	02/04; 03/07; 08/08; 08/09; 09/10; 12/11; 01/12; 06/13; 03/14; 05/14; 08/19; 11/19	
Revision Date: 11/2019	Effective Date: 01/01/2020	Adopted: 10/20/1997

Mission

Toward Maximum Independence (TMI) provides personalized services to those who require support, enabling them to make informed choices regarding how they live, work, and function productively and independently in the community.

Code of Ethics

TMI has adopted a code of ethics to guide conduct by its Board members, employees, and volunteers. The code contains broad principles reflecting the types of behavior TMI expects towards constituents, donors, employees, peers, and the public. This policy is not intended as a stand-alone policy. It does not embody the totality of TMI's ethical standards, nor does it answer every ethical question or issue that might arise. Rather, it is one element of a broader effort to create and maintain a quality organization that gives ethical conduct the highest priority.¹

Leadership

It is the policy of TMI to provide effective principle-centered leadership to promote an environment where continual learning, exceptional service, and sound fiscal practices are an expected norm, as well as to provide an environment where TMI's mission can be regularly actualized in the lives of the people who rely on its supports.^{2, 3}

Board Members, Employees, & Volunteers

TMI strives to set clear expectations for its Board members, employees, and volunteers through adherence to our standards of professional excellence.

TMI's goal is to promote professional excellence and the best ethical practices in carrying out its mission and values. This is achieved by:

- Upholding TMI's vision, mission, and values;
- Having Board of Directors provide credible and effective oversight to TMI's work without personal bias;
- Complying with applicable federal, state, and local laws, regulations, and fiduciary responsibilities to create transparency in all operations;
- Not engaging in TMI activities which benefit Board members, employees, or volunteers personally, avoiding all situations having even the appearance of conflict of interest;⁴
- Striving to enhance and support TMI's reputation by conducting oneself in an ethical, respectful, and professional manner;^{5, 6}
- Striving to meet performance standards at the highest level;
- Fulfilling the essential position functions to enhance clients' quality of life;
- Honoring the rights, privacy, and confidentiality of others;^{7, 8}
- Treating employees, clients, community members, and stakeholders with respect and dignity, and valuing their input and opinions;
- Encouraging open and honest communication between employees;
- Creating an atmosphere conducive to personal growth and career development;
- Responding to stakeholder concerns, complaints, or grievances in a fair, timely, and respectful manner;
- Being culturally sensitive;
- Implementing and following whistleblower and reporting policy;⁹

Through strategic planning, program evaluation, surveying, and other assessments, the Board of Directors, Executive Team, and Management staff gather information to improve or expand existing services, develop new program supports, personnel policies, and incentives to attract and maintain qualified and motivated staff. This information is critical to the development of TMI's marketing strategy, which reflects our belief in the rights and dignity of clients. TMI will market services to promote an accurate picture of services and an ongoing relationship of trust with the community. Each program is responsible for short and long term goal setting, development of measurable objectives,

and the establishment of a series of step-by-step action plans. Goal setting is approved by the Board of Directors and reviewed by the Executive Team on a quarterly basis.

TMI's Board of Directors and Executive Team operates under a model of consensus decision making. The Executive Director is accountable to the Board of Directors, a volunteer group comprised of people committed to a high quality of life for individuals with developmental disabilities and the provision of quality services and supports. Board members complete an orientation and are provided with a manual and information on all aspects of TMI's services. TMI's Bylaws require a client representative to serve on the Board of Directors with full privileges and authority.¹⁰

TMI is committed to the attainment of excellence in new and innovative services. TMI's presence and participation in statewide and national associations, networks, and coalitions is critical to provide advocacy on behalf of constituents for legislative and regulatory safeguards for services they rely on.

I have read TMI's Code of ethics policy and understand it. I also understand I will be subject to this policy and agree to follow it.

Printed Name	Signature	Date
Check affiliation with TMI:	<input type="checkbox"/> Employee	<input type="checkbox"/> Board Member/Officer
	<input type="checkbox"/> Volunteer	

¹ Policy reference: Mission, Vision, and Core Values
² Policy reference: Addendum A- Organizational Chart
³ Policy reference: Addendum B- Administrative Structure
⁴ Policy reference: Conflict of Interest
⁵ Policy reference: Professional Conduct and Performance
⁶ Policy reference: Reporting Unethical Conduct and Practices
⁷ Policy reference: Personal Information Privacy Notice- Employees
⁸ Policy reference: Personal Information Privacy Notice- Clients
⁹ Policy reference: Reporting Waste, Fraud, and Abuse of Corporate Resources
¹⁰ TMI Bylaws