

Marc Center of Mesa, Inc. Corporate Compliance

Marc Center's Code of Ethics and Conduct

PURPOSE: Marc Center of Mesa, Inc., as an integral part of the agency's corporate compliance program and plan, but also as a part of the day to day activities and duties of every agency employee, volunteer and business associate, intends to establish clear expectations for the highest ethical behavior possible in every aspect of the agency's conduct. Marc Center further intends that these standards include an expectation that detection, prevention and proactive modification of policies and procedures constitute, to the extent possible, the minimum efforts directed at the elimination of fraud, waste or abuse. In other words, Marc Center's ethical standards encompass every aspect of the agency's duty to guard against and prevent fraud, waste or abuse of all agency funds, materials, assets, good will, relationships with business partners, benefactors and, most importantly, the families and individuals receiving services from the agency.

POLICY: All Marc Center employees, volunteers and business associates have an affirmative duty to understand the nature of the agency's expectation for the highest ethical standards and the conduct resulting from adhering to those standards. Every employee, volunteer and business associate must treat all of the agency's resources as a trust granted to Marc Center for its use in furthering the agency's mission, vision and values. Preventing fraud, waste and abuse, through detection, prevention and affirmative improvement of the agency systems as part of the agency's corporate compliance plan and program, constitute a significant element and aspect of Marc Center but not all of the agency's requirements. Marc Center's policy sets the highest standards possible so that the agency's activities and services reflect this high standard.

PROCEDURE: Ethical standards require thought and commitment. All Marc Center employees, volunteers and, to the extent possible and practicable, business associates receive initial training in not only the agency's corporate compliance standards but also the agency's overall expectations for conduct. Every Marc Center employee, volunteer and business associate retains an ongoing duty to continue to identify and improve areas of improvement. Discussion of ethical behaviors should and must be part of Marc Center team meetings, meetings of the Board of Directors and interaction with Marc Center vendors, funders and benefactors. Specifically as to employees:

- A. Every employee must adhere to the following guidelines in the performance of her/his duties:
 1. Everyone shall perform their duties diligently during working hours;
 2. Everyone shall perform their duties with courtesy and respect for clients, the public and coworkers and without bias, prejudice or harassment as evidenced by words or conduct about age, race, culture, religion, natural origin, gender, sexual orientation,

- disability, political affiliation, socioeconomic status or personal appearance;
3. Everyone shall seek to maintain and improve their personal and professional growth and development through participation in educational and/or training programs relevant to their duties or as required by any licensing and/or certification pertinent to an employee's position;
 4. Everyone shall perform their duties so as to serve the interests of the agency's clients and not to further an employee's interests;
 5. Everyone shall act honestly with clients and coworkers and promote the client's best interests;
 6. Everyone shall diligently guard against exploiting information furnished by clients and shall not use the unique position afforded an employee to influence any client in a manner not related to the client's and agency's goals.
 7. No one shall engage in sexual activities or in any activity that might be perceived by clients, coworkers or others as being sexually harassing (See Anti-harassment Policy);
 8. No one shall use a professional relationship to impose her/his belief system on clients, coworkers or others including political, ideological or religious;
 9. Everyone shall respect clients' privacy and hold in confidence all information obtained from a client, coworkers or others in the course of service. No one shall disclose client confidences to anyone except:
 - a. as mandated by law;
 - b. to prevent a clear and immediate danger to a person or persons;
 - c. where an employee is a defendant or witness in a civil, criminal, administrative or disciplinary action arising from services provided, in which case a client confidence may only be disclosed in the course of such action; or,
 - d. on a need to know basis with other agency staff who are directly involved in providing services to the client or in investigating client concerns or complaints.
 10. No one shall engage in or solicit a romantic relationship with a person she/he directly supervises including interns, volunteers and students;
 11. No one shall loan funds or possessions to clients nor borrow funds or possessions from clients;
 12. Everyone shall distinguish clearly in public between actions and statements made in a personal or individual capacity and those made as a representative of the agency;

13. Everyone shall be mindful of the agency's obligations for the welfare and wellbeing of the clients and groups served by the agency;
14. No one shall request or accept any fee or compensation from clients for any advice or assistance given in the course of employment;
15. No one, including an employee's immediate family members, shall accept gifts, loans, gratuities, discounts, favors, hospitality, services or other compensation under any circumstance in which it could be reasonably inferred that a major purpose of the donor is influencing an employee in the performance of her/his duties;
16. Everyone shall use the agency's property, resources and funds under an employee's control responsibly and for the purpose intended and not for any private purpose;
17. No one shall report to work under the influence of alcohol or illegal substances and will not use such substances during work hours including meal times or breaks which will be followed by returning to work;
18. Everyone shall give as much notice by telephone as possible to the employee's supervisor or designee when unable to work or unable to report to work on time;
19. Everyone who smokes shall do so in designated areas;
20. No one shall possess firearms or other weapons or materials that could be used as a weapon on agency property;
21. No one shall be insubordinate nor refuse to follow a supervisor's reasonable instructions concerning a job related matter;
22. No one shall fight with, assault, threaten or intimidate another employee, client or member of the public visiting the agency or engage in any disruptive behavior; possession of any weapon whatsoever is prohibited;
23. No one shall misuse, steal or damage the property of a client or another agency employee;
24. No one shall gamble on agency property;
25. No one shall alter or falsify any agency records or reports; and,
26. No one shall endanger others or reduce the efficiency of the work place.
27. Everyone is encouraged to raise questions with a supervisor regarding ethical conduct and the agency's boundaries and expectations therefore.
28. Everyone will be advised of this policy at the time of employment and/or during orientation with his or her supervisor.
29. Everyone shall sign the code of conduct form acknowledging that she/he has read, understood and will abide by this policy governing employee conduct. The signed form shall be placed in the employee's personnel file.

30. Violations of this policy may subject an employee to appropriate disciplinary measures up to and including termination.
31. Everyone with the responsibility for the documenting and/or the submission of billing claims shall understand and comply with federal, state, funding source and agency requirements, rules, protocols and procedures.