

# Mecklenburg Provider Council

## Code of Ethics

Approved by:

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Provider Council President

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Mecklenburg County LME Area Director

### PREAMBLE

*The Mecklenburg Provider Council shall facilitate an open exchange of ideas, share values, goals, vision, and promote collaboration and mutual accountability among providers. The Provider Council strives to achieve best practices to empower consumers within our community to achieve their personal goals.*

- *Assure that staff adheres to the code of ethics*
- *Provide support to other member agencies*
- *Advocate for the further development of resources on a local and state level for consumers served*

### PURPOSE OF CODE

**The Mecklenburg Provider Council and the Mecklenburg LME support and encourage a network community which has an expectation that providers will adhere to the highest ethical standards**

### PHILOSOPHY

Mecklenburg Provider Council providers agree to abide by the Code of Ethics. Member Agencies shall:

- Become familiar with and encourage their Board of Directors, Owners, and Agency personnel to adhere and follow the Code of Ethics
- Agree that actions which violates the Code would be considered unethical
- Agree that a lack of knowledge is not a defense for unethical conduct
- Strive to achieve the highest standards of professional conduct
- Acknowledge that all member agencies be committed to best practices in their specific area through involvement with continued education, provider networking, and review of relevant research
- Have an obligation to report in writing any direct knowledge of perceived violations of the code of ethics.
- Offer age appropriate services which promote dignity and empower the individual
- Reflect the beliefs, values, heritage, and customs of individuals supported by

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offering culturally competent services

### CORE VALUES

The mission of the Mecklenburg Provider Council is founded in a set of core values. Council Providers embrace the core values, which serve as the foundation of the Provider Council.

**INTEGRITY:** Provide accurate and truthful representation.

**COMPETENCE:** Honor responsibilities to achieve and maintain the highest level of professional competence for members and those in their employ.

**PROFESSIONAL CONDUCT:** Promote the dignity and autonomy of the profession, maintain harmonious inter-professional and intra-professional relationships, and accept the profession's self-imposed standards. All professional relationships should be directed to improving the quality of life of the individuals who receive supports from the member agency.

**INDIVIDUAL VALUE. DIGNITY AND DIVERSITY:** Provide supports and services that promote respect and dignity of each individual supported.

**SOCIAL JUSTICE:** Assure that the right of individuals and those who make decisions regarding services to them have complete and accurate information on which to make choices.

**SOCIAL CAPITAL:** Council Providers support the importance of Social Capital in each individual supported.

**PARTNERSHIP:** Council Providers will work together in partnership to develop and achieve an individual's desired outcomes.

### ETHICAL PRINCIPLES

The following broad based principles are based on the Core Values of the Mecklenburg Provider Council. These principles set forth ideals to which all Providers should aspire.

VALUE: **INTEGRITY**

**ETHICAL PRINCIPLE:** Provide accurate and truthful representation.

- Council Providers will not knowingly permit anyone under their supervision to engage in any practice that violates the Code of Ethics.
- Council Providers will not engage in dishonesty, fraud, deceit, misrepresentation of themselves or other providers, or any form of conduct that adversely reflects on their profession, the Provider Council, or on the Council Providers ability to support

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consumers professionally.

- Council Providers will not commit unethical practices that include, but are not limited to, deceptive billing, falsification of documentation, commission of a felony, gross neglect and fiduciary impropriety.

### VALUE: **COMPETENCE**

ETHICAL PRINCIPLE: Honor responsibilities to achieve and maintain the highest level of professional competence for themselves and those in their employ.

- Council Providers will represent their competence within their scope of practice.
- Council Providers will engage in only those aspects of the profession that are within the scope of their competence, considering their level of education, training, and experience.
- Council Providers will allow individual staff to provide only those services that are within the staff member's competence, considering the employee's level of education, training, and experience.
- Council Providers agencies will demonstrate compliance with state and federal rules, regulations and laws regarding standards for training and credentials for supports provided.

### VALUE: **PROFESSIONAL CONDUCT**

ETHICAL PRINCIPLE: Uphold the dignity and autonomy of the profession, maintain harmonious inter-professional and intra-professional relationships, and accept the profession's self-imposed standard. All professional relationships should be directed to improving the quality of life of the individual who receives support from the member agency.

- Council Providers will not participate in activities that produce a benefit for themselves over the individuals they support or may potentially support, always giving priority to professional responsibility over any personal interest or gain.
- Council Providers will make all reasonable efforts to prevent any incidents of abuse, neglect and exploitation. Abuse means the infliction of mental or physical pain or injury by other than accidental means, or unreasonable confinement, or deprivation by an employee of services, which are necessary to the mental or physical health of the individual. Temporary discomfort that is a part of an approved and documented treatment plan or use of a documented emergency procedure shall not be considered abuse. Neglect means the failure to provide care or services necessary to maintain the mental or physical health and well being of the individual.
- Council Providers will promptly report and thoroughly investigate all allegations of abuse, neglect, and exploitation.
- Under no circumstance will the support relationship between the program, staff, and individuals receiving services, and/or their families or legal guardian be exploited. Exploitation is defined as the illegal or unauthorized use of a service user or a service user's resources for another person's profit, business or advantage.

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- Council Providers will train staff to recognize and report any suspected incidents of abuse and neglect and exploitation.

VALUE: **INDIVIDUAL VALUE, DIGNITY AND DIVERSITY**

ETHICAL PRINCIPLE: Provide supports and services, which promote respect and dignity of each individual served.

- Council Providers will comply with all Federal and State rules and laws related to confidentiality and protected health information, including but not limited to, N.C.G.S. 122C; ITIIPAA ( ); and the Piedmont contract.
- Council Providers will not discriminate in their relationships or services provided to individuals receiving supports, contractors, and colleagues on the basis of race or ethnicity, gender, age, religion, national origin, sexual orientation, or disability.
- Council Providers will provide individuals and families a means of submitting grievances that is fair and impartial.
- Council Providers will comply with N.C.G.S. 35A — 1201, which allows for all people to be involved in decisions and choices that impact their lives.
- Council Providers will make all reasonable efforts to ensure individuals and families participate in the development and revision of any plan for services.
- Council Providers will not abandon individuals and families.
- Council Providers will consistently demonstrate efforts to assure that their services eliminate the effects of any biases based upon individual and cultural factors.
- Council Providers will support the recovery and self-determination of each individual.

VALUE: **SOCIAL JUSTICE**

ETHICAL PRINCIPLE: Assure the rights of individuals receiving supports and others who make decisions regarding services have complete information on which to make their choices.

- Council Providers will accurately portray their services and capacities through public and private statements.
- Council Providers will not engage in false and deceptive representation of their services.
- Council Provider's marketing strategies will not offer inducements to primary individuals receiving supports or their legal representatives in exchange for business gained.
- Council Providers will accurately portray their ownership, board of directors and management through public and private statements.
- Council Providers will follow required laws and standards regarding the hiring of staff.
- Council Providers will not make initial contact with employees of other providers for the purpose of offering employment to that individual employee for the purpose of gaining clients. This does not preclude the individual client from making a choice.
- Council Providers will use the standards means of advertising for hiring staff.

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### VALUE: **SOCIAL CAPITAL**

ETHICAL PRINCIPLE: Council Providers support the importance of social capital for each individual supported.

- Council Providers will support and promote opportunities for individuals they support to develop valued relationships with members of the community in which they live or work.
- Council Providers will support and promote opportunities for individuals they support to be treated with respect and dignity within the community they live or work.
- Council Providers will support and promote opportunities for individuals they support developing roles in the community in which they live or work.
- Council Providers will discuss known violations of standard ethical practices by members with the offending colleague or agency director. In the event that this does not end in resolution of the issue, the member shall consult with the Ethics Committee of the Piedmont Council regarding their responsibility.

### VALUE: **PARTNERSHIP**

ETHICAL PRINCIPLE: Council Providers will work together in partnership to develop and achieve individuals' desired outcomes:

- Council providers will work in partnership;
  - To assure continuity of care for consumers, and
  - To assure linkage for services, and
  - With consumers, stakeholders, parents, significant others, and Mecklenburg Provider Council to support the attainment of each individual's goals
- Council Providers shall collaborate to share resources that enhance the functions of the Council to develop solutions for gaps in services