

Skyline Center Inc. Clinton & De Witt Iowa Standard Operating Procedures		Title: Ethics Policy		Policy # BAP00011 Page 1 of 5	
Written By: J. Robinson	Approved By: Board of Directors	Date Issued: November 2006	Date Revised: 11/18/16	Date Reviewed: 11/18/16	
Reason for Revision: New format and content					

TITLE: ETHICS POLICY

1.0 PURPOSE: The purpose for this Ethics Policy is to support a culture of openness, trust, and integrity in all Skyline Center management and business practices. Effective ethics is a team effort involving the participation and support of every Skyline Center employee.

We are committed to the responsible use of Skyline Center assets, to provide accurate, complete and objective information, to respect the confidentiality of financial and other information, to act in good faith and exercise due care in all we do, to comply with all rules and regulations and to proactively promote ethical behavior.

2.0 SCOPE: This policy applies to employees, contractors, consultants, temporaries, and other workers at Skyline Center, including all personnel affiliated with third parties.

3.0 RESPONSIBLE PARTIES: The Skyline Center Board of Directors and administrative team have the responsibility to identify, develop and document the required ethical practices, mission and values.

4.0 DEFINITIONS:

5.0 REFERENCES:

6.0 PROCEDURE:

Business Practices

In its business practices, the Skyline Center, Inc., Board of Directors and its Administration expect all employees to act in an ethical manner. While some for profit organizations may practice the ethics of conventionalism, Skyline Center will adhere to a set of lawful and moral business principles that reflect the dignity of its mission, assisting people with disabilities.

Principle 1) Skyline Center will act in its own best interest and in the interest of fulfilling its mission. Purchases, investments, and capital improvements will always be transacted with the purpose of improving client services or organizational quality.

Principle 2) Skyline Center will not pay or receive a commission or split fees with any person or organization in order to obtain clients. Skyline Center will only accept clients referred to it by other non-profit agencies, at no charge, or through appropriate funding sources.

Principle 3) The purpose of investing will be to responsibly handle any excess cash generated by the organization. Investments shall be made to preserve capital, maintain liquidity, and give the organization a fair return on investment. No investment will be made in companies whose purposes run contrary to the mission of Skyline Center, Inc., or in

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unstable or speculative stocks. U.S. Treasury Bills, Notes or Bonds, or Bank Certificates of Deposit shall be preferred investments.

Principle 4) Skyline shall treat businesses, customers, funding sources, and clients fairly and honestly in its dealings with them. Charging reasonable fees for services delivered and taking reasonable care in its purchases so as not to be overcharged. The fee structure of the organization shall be available to potential clients and funding sources in writing.

Principle 5) Skyline Center shall require that its directors and employees refrain from entering into any business dealings with clients or each other, understanding that such dual relationships compromise the therapeutic purpose for which the person was hired or volunteered. In dual relationships the employee is exploiting the power differential between themselves and the client, to the benefit of the employee and the detriment of the client.

Marketing Practices

Skyline Center's primary principle of marketing is captured in the statement "give people more of what they want and less of what they don't want". It is Skyline Center's policy to elicit feedback from all the stakeholders that interact with the organization, including industrial customers, clients, parents and guardians of clients, funding sources, and advocacy groups. Then to prepare a strategic plan to accomplish specific goals and objectives that give people what they want.

- Principle 1) Skyline Center will elicit feedback from its stakeholders in order to meet their needs and wishes.
- Principle 2) Skyline Center will not engage in any dishonest or manipulative marketing practices in order to improve its position in relationship to other non-profit agencies.
- Principle 3) Skyline Center will adhere to a set of values that its clientele adheres to and price, place, and promote those values effectively in the community by developing a set of goals and objectives with measurable outcomes and timeframes.

Service Delivery

Direct care staff members are to be trained in ethics during orientation and receive a one hour refresher course each year. Services will be delivered following the five ethical principles of autonomy, beneficence, fidelity, justice, and nonmaleficence (Kitchener, 1984).

- Principle 1) Autonomy: Each person has the right to act as their own agent, make their own choices and likewise, take responsibility for those choices. An autonomous person also respects the rights and liberties of others and treats them as autonomous people. The autonomy of an individual

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can only be violated if they are deemed incompetent and incapable of making safe and rational decisions.

- Principle 2) **Beneficence:** Ethical people will act so as to accomplish good and benefit the welfare of others. As rehabilitation and supportive services staff members, Skyline Center employees have a responsibility to promote positive growth among the people that they serve. While acting to promote that positive growth, care must be taken not to harm the person or interfere with their autonomy.

- Principle 3) **Fidelity:** Skyline Center accepts the premise that good works cannot be done unless the client has a sense that their therapist or support worker is faithful, honest, and willing to keep promises. The client must have a sense that the worker will keep their business confidential, follow through on what they say they will do, and be generally trustworthy in all dealings with them. If professionals and direct care workers are honest and reliable they will establish a highly effective therapeutic relationship from which the client will benefit.

- Principle 4) **Justice:** Services will be delivered in a fair and equitable manner. Skyline staff members should be vigilant to ensure that people receiving a given service are benefiting from that service and if not, to ensure that the service is taken away and given to someone who could benefit from it, assuring that taking the service away will not harm the individual. People should be given what they need, but not what they don't need. People will receive treatment or services on the basis of their need, and not on the basis of irrelevant characteristics such as gender, race, religion, or country of origin.

- Principle 5) **Nonmaleficence:** Do no harm. Keep the people served by Skyline Center safe. Do not attempt to experiment with their care in the name of beneficence or research. In cases where an individual is unable to act autonomously without harming him or herself, the direct care worker shall intercede to keep the individual safe. If a direct care staff is responsible for administering a clients' medication they shall do so diligently, following the strict instruction given by the prescribing physician. In no case should a direct care worker try to manipulate or change an individuals' prescribed medication because they might want to try to make the person better, or experiment on that person. Skyline will not do any research involving human subjects on any individual served.

Any staff member who violates any of these ethical principles will be disciplined. The severity of the disciplinary action will depend on severity of the infraction, but any violation of the principle of nonmaleficence will result in termination. Staff members may appeal disciplinary action as explained in the Skyline Personnel Policies: Fair Treatment Policy.



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Human Resources

Skyline Center employs Human Resource professionals certified by the Society for Human Resource Management (SHRM) who adhere to their Code of Ethical and Professional Standards in Human Resource Management. The core principles include the following:

Core Principle 1) Professional Responsibility: As Human Resource (HR) professionals, we are responsible for adding value to the organization we serve and contributing to the ethical success of those organizations.

We accept professional responsibility for our individual decisions and actions. We are also advocates for the profession by engaging in activities that enhance its credibility and value.

Core Principle 2) Professional Development: As professionals we must strive to meet the highest standards of competence and commit to strengthen our competencies on a continuous basis.

Core Principle 3) Ethical Leadership: HR professionals are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct.

Core Principle 4) Fairness and Justice: As human resource professionals, we are ethically responsible for promoting and fostering fairness and justice for all employees and their organizations.

Core Principle 5) Conflicts of Interest: As HR professionals, we must maintain a high level of trust with our stakeholders. We must protect the interests of our stakeholders as well as our professional integrity and should not engage in activities that create actual, apparent, or potential conflicts of interest.

Core Principle 6) Use of Information: HR professionals consider and protect the rights of individuals, especially in the acquisition and dissemination of information while ensuring truthful communications and facilitating informed decision-making.

Failure to Comply



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Employees failing to comply with Skyline Center's ethical standards, or who violate ethical principles will be disciplined based upon the severity of the violation. Failure to repeatedly comply with ethical standards, abusing dependent adults, or breaking laws while in the employ of Skyline Center will result in immediate termination.

7.0 RECORDS: