



Code of Ethical Conduct

I. Serve the Stakeholder Interest

1. Exercise discretionary authority to promote the welfare of program participants served.
2. Uphold the agency's Mission, Vision, and Values to the benefit of all stakeholders.
3. Oppose all forms of discrimination and harassment, and promote affirmative action and nondiscrimination.
4. Recognize and support the public's right to know the agency's business.
5. Involve program participants in policy decision-making.
6. Exercise compassion, benevolence, fairness and optimism.
7. Respond to the stakeholder community in ways that are complete, clear, and easy to understand.
8. Respect and safeguard the personal property of program participants, visitors, employees, and also property owned by the organization.

II. Respect Rules and Regulations

1. Understand and apply legislation and regulations relevant to the operations and provision of services.
2. Eliminate unlawful discrimination.
3. Prevent all forms of mismanagement of agency funds by establishing and maintaining strong fiscal and management controls, and by supporting audits and investigative activities.
4. Respect and protect privileged information.
5. Promote principles of equality, fairness, representativeness, responsiveness and due process in protecting program participant rights.

III. Demonstrate Personal Integrity

1. Maintain truthfulness, openness and honesty and to not compromise them for advancement, honor, or personal gain.
2. Ensure that others receive credit for their work and contributions.
3. Zealously guard against conflict of interest or its appearance: e.g., nepotism, improper outside employment, misuse of agency resources, political contributions or use of agency's resources in support of political campaigns, and the solicitation or acceptance of money, gratuities, or gifts.
4. Maintain integrity by not conducting personal business in conjunction with being an My Day Counts employee, including selling or exchanging of personal property to program participants or activities intended to generate personal income.
5. Respect superiors, subordinates, program participants and stakeholders.
6. Take responsibility for one's own errors.
7. Conduct official acts without discrimination, bias or partisanship.

8. Uphold the agency's commitment to eliminate waste, fraud, abuse or other wrongdoing by maintaining high ethical standards at all times.
9. Respect copyright laws and licensing arrangements by refraining from making unauthorized copies of protected materials such as computer software and printed materials.

IV. Promote an Ethical Organization

1. Enhance organizational capacity for open communication, creativity, and dedication.
2. Subordinate institutional loyalties to the public good.
3. Establish procedures that promote ethical behavior and hold individuals accountable for their conduct.
4. Provide program participants and employees with an administrative means for dissent, assurance of due process and safeguards against reprisal.
5. Promote merit principles that protect against arbitrary and capricious actions.
6. Promote organizational accountability through appropriate controls and procedures.
7. Establish procedures of conduct that requires employees to maintain professional relationships at all times with program participants, co-workers, and stakeholders.
8. Promote marketing activities that respect the privacy of its program participants, are truthful and accurately represent the agency's capabilities, outcomes and populations served.
9. Establish requirements governing the bidding process on contracts for goods or services purchased by the agency.
10. Establish procedures that allow for employee's personal fundraising activities for charitable purposes to the extent the activity: meets state or federal laws; is supported by the agency; is negligible of cost; does not interfere with the performance of official agency business; does not violate the Code of Ethical Conduct; is not considered gambling in any form; and does not undermine public trust and confidence.
11. Establish procedures to safeguard program participant, staff, and other stakeholder's personal property.
12. Provide training to employees in the event they are asked to witness legal documents in the course of service delivery to program participants: e.g., powers of attorney, guardianship, and advance directives.
13. Encourage the Board of Directors to adopt, distribute, and periodically review the code of ethics as a living document.

V. Strive for Professional Excellence

1. Provide support and encouragement to upgrade competence.
2. Accept as a personal duty the responsibility to keep up-to-date on emerging issues and potential problems.
3. Encourage others, throughout their careers, to increase their professional knowledge and skills.

Process for Resolving Any Allegation of Violation of My Day Counts Code of Ethical Conduct:

When there are allegations of violations of the Code of Ethical Conduct, it is the responsibility of the employee to promptly report problems to either their immediate supervisor, the Compliance Officer, or the Chief Executive Officer. The immediate supervisor, along with the Compliance Officer and Chief Executive Officer, will form the Committee to investigate the allegation, provide and document the appropriate follow-up and implement any disciplinary actions as warranted. If the alleged violation includes any person on the Committee, the senior ranking member of the Committee not included in the allegation will determine if additional members of senior management or the Board of Directors should be included to ensure an unbiased investigation occurs. The time frame for beginning the investigation into the alleged violation of the Code of Ethical Conduct will be based on the seriousness of the allegation, availability of information related to the allegation, safety of individuals involved, and availability of Committee members but no later than 30 days from the date the allegation was made.

My Day Counts will make every effort to maintain, within the limits of the law, the confidentiality of the identity of any individual who reports possible misconduct. There will be no retaliation, retribution or discipline for anyone who reports a possible violation in good faith. Any employee who deliberately makes a false accusation with the purpose of harming or retaliating against another employee will be subject to discipline.

Retaliation complaints may be filed under My Day Counts grievance procedure and will be handled by the Chief Executive Officer. A retaliation complaint must be filed within 12 months of the alleged act or threat of interference of retaliation. If the complaint alleges a pattern of retaliation, the complaint must be filed within 12 months of the most recent retaliation. When the complaint is filed, it will be thoroughly reviewed and investigated by the Chief Executive Officer and the complaint will be responded to in writing within a reasonable period of time.

If needed, employees may utilize My Day Counts Grievance and Appeal process in the event the investigation related to the alleged Code of Ethical Conduct violation or findings of the Committee are not satisfactory.