

Division of Vocational Rehabilitation (DVR)

Code of Ethics and Standards of Practice

The following Code of Ethics outlines the guiding principles that should underlie the actions of all individuals and organizations delivering DVR Services to Customers. Customers are current DVR Clients, students who are potentially eligible for VR services who are recipients of DVR Pre-employment Transition Services (PreETS), or other individuals who are neither a current DVR client nor a current recipient of PreETS but who are eligible for a service under a DVR contract. The Standards of Practice describe how the Code of Ethics should be applied operationally. These standards will provide a foundation and basis of adjudication should DVR learn of possible ethical violations on the part of DVR Services Contractors who interact with Customers as defined above.

Code of Ethics

To promote the highest standards of ethical conduct, all personnel of DVR Services Contractors shall:

- Hold paramount the well-being of people served professionally.
- Respect and uphold Customers rights.
- Uphold the principles of informed choice.
- Practice only in area(s) of competency.
- Respect Customer privacy and release no information about the Customer without their expressed, written permission.
- Engage in no conduct that constitutes a conflict of interest or that adversely reflects on their professional practice.
- Seek only deserved, honest and reasonable monetary reimbursement for services.
- Issue only objective and truthful statements regarding services.
- Comply with the laws and policies that guide professional practice.

Standards of Practice

In the following areas, all personnel of DVR Services Contractors shall:

Respect for DVR Clients, Recipients of PreETS, and Title VII Part B Customers

- Hold the Customer's well-being paramount and consider each Customer's individuality.
- Not discriminate in the provision of services or products on the basis of disability, race, national origin, religion, creed, gender, age, veteran status, marital status, or sexual orientation.
- Only recommend, support, or implement services that do not expose the Customer (or others) to unreasonable risk, exploitation, and/or personal injury. Inform the Customer as fully as possible to all risks.

Informed Choice

- When recommending services, fully involve the Customer and inform them of all reasonable options available, including costs. These recommendations shall not be limited to anyone's perceptions about the availability of resources.
- Fully inform the Customer or their advocate about all aspects of any final recommendations and make only reasonable statements about expected outcomes.
- Consider the current and future needs of the Customer when developing recommendations and fully inform the Customer of those perceived needs.
- Fully and accurately disclose to the Customer the qualifications of all staff members who will serve them directly.

Professionalism and Competency

- Comply with all licensing, credentialing and/or accreditation requirements recognized in their fields of service, and as required by the contract.
- Provide services only within the scope of their competency, taking into account their education, experience, and training and recognizing the limits of their own skills and knowledge in any professional area.
- Take on only those professional commitments and agreements that they can fulfill and carry out those obligations in a timely way.
- Stay current in all aspects of their professional practice through ongoing education. Topics should include accessibility, funding, legal issues, recommended rehabilitation practices, clinical practice, and emerging services or technologies.
- Not provide professional services, nor allow any representative to provide services, while under the influence of drugs or alcohol or while substance abuse or a health condition influences their judgment.
- Not engage in conduct that reflects adversely on their profession or calls into question their fitness to serve Customers.
- Avoid any action, intentional or accidental, professional or personal, that would exploit the dependency and trust of the Customer.

Service Delivery

- When the Customer's best interest requires it, collaborate or "team up" with providers from other professional disciplines for service delivery, in accordance with the vendor's contract with DVR. DVR Services Contractors shall present only complete and factual information about other providers.
- Within the scope of their competency, use every resource reasonably available to meet the Customer's needs. This may require referring the Customer to other service providers for services.

- Maintain procedures to measure the effectiveness and efficiency of their operations and to enhance service quality.

Conflict of Interest

- Maintain only those **professional** relationships that do not create a real or perceived conflict of interest. DVR Services Contractors shall inform the Customer or their advocates of any employment relationships, professional affiliations, or fiduciary interests that may be perceived as a conflict of interest. DVR Services Contractors must decline to provide services when any such affiliation or interest is likely to influence their professional judgment.
- Make every effort to avoid **personal** relationships that could influence their professional judgment or be perceived as a conflict of interest.

Sound Business Practices

- Not engage in fraud, waste, or abuse when charging for services.
- Be truthful and accurate in all public statements about the services and products they provide.
- Stay within the scope of services agreed upon by the Customer and DVR.
- Maintain sound business practices and financial records by using Generally Accepted Accounting Principles (GAAP).
- Maintain adequate records of evaluations, assessments, services, recommendations, reports, or products provided and preserve the confidentiality of those records, unless disclosure is required by law, or for the protection of the Customer or the public.
- Disseminate contract terms and requirements to employees performing work under the contract.

I acknowledge that I have read and understood the preceding statements and agree to its terms.

Contractor's Signature		Date
Printed Name	Title	