



102 Business Code of Conduct

Section	Initiated	Last Update	Last Review	Related Procedure/Form	Page
Organization	November 2022	July 2024	July 2024	N/A	1 of 4

Purpose:

To provide guiding standards for our decisions and actions as members of the ProAct community.

Scope:

All Employees and Board Members

Policy:

ProAct’s Business Code of Conduct provides the guiding standards for our decisions and actions as members of the community. Although the Code of Conduct can neither cover every situation in the daily conduct of many varied activities nor substitute for common sense, individual judgment, or personal integrity, it is the duty of each member of the ProAct community to adhere, without exception, to the principles set forth herein.

Mission

To provide person-centered services that enhance the quality of life for people with disabilities in the areas of employment, life skills, and community inclusion.

Directors and officers shall:

- Prudently represent ProAct’s members in directing the business affairs of the organization within applicable laws, rules, and regulations.
- Act with the care that a reasonable person in a similar position would use under similar circumstances.
- Implement reasonable programs to promote appropriate organizational conduct and to identify improper conduct.
- Refrain from using their position of trust and confidence to further private interests.
- Avoid even the appearance of a conflict of interest.

ProAct staff members shall:

- Serve our customers with respect, compassion, courtesy, responsiveness, and professional competence.
- Demonstrate the highest standards of personal integrity, truthfulness, and honesty in all business relationships and activities in order to inspire the confidence and trust of our customers, avoiding any interest or activity which is in conflict with the conduct of legitimate organizational business.
- Provide opportunities for participants to develop person-centered plans, with supports tailored to meet individual needs, desires, and goals.
- Ensure the protection of vulnerable adults, respect individual privacy and the privileged status of confidential information and report any maltreatment or exploitation. Staff members will



understand and comply with all aspects of the standards of conduct policy, the data privacy policy, and the Vulnerable Adult Act.

- Adhere to all applicable laws, rules, and policies that govern the provision of services to individuals with disabilities.
- Pursue professional development in order to function as an informed team member; endeavor to understand community cultures and diverse home environments of participants.
- Approach operational duties with a positive attitude that supports open communication, creativity, flexibility, and accountability.
- Report all forms of illegal discrimination, fraud, or mismanagement of ProAct's funds without fear of retaliation or reprisal.

Employment Services

- Provide job development services only at work sites with safe environments, avoiding placements where employees are on strike. ProAct does not accept nor bid on struck work.
- Promote employment success by seeking environments that match the interest, ability and skill set of the individual.
- Seek to provide a variety of work to allow participants to maximize their earnings yet be challenged.
- Seek business only on a fair and competitive basis, without deception in the promotion of our services or products.

Service Delivery

- Distinguish between personal views and the philosophy of the organization in order to avoid any conflict of interest.
- Witness signatures on legal documents only when the individual is known to the staff member; if a notary public is required, the participant should be assisted to obtain that service.
- Be loyal to ProAct, avoiding the use of organizational privileges for private gain, the promotion of political candidates, and the exchange of money, gifts, or gratuities, other than token gifts of negligible value from participants/families in situations where they could feel undervalued for their efforts.
- Avoid personal fundraising among staff members and/or participants, as well as the sale of personal property to/from participants.
- Refrain from any type of social networking with participants which may breach the boundaries of professional conduct and avoid favoritism to any participants.
- Obtain approval in advance and follow established policies and procedures to engage in activities with participants outside of ProAct programs.

Financial Practices

- Conduct all accounting and financial practices in accordance with Generally Accepted Accounting Principles and all applicable federal, state, county, and local laws.
- Generate financial reports in a timely manner; ensure accuracy, appropriate oversight, and efficient practices with all critical accounting functions.



Marketing Practices

- Promote the use of integrated community work, volunteer, or leisure settings that include individuals without disabilities.
- Promote community awareness and advocacy on behalf of individuals with disabilities that includes recognition, with their permission, of their individual accomplishments.
- Promote the use of community environments that provide reasonable accommodations, positive attitudes and natural supports to the participant.

Contractual Relationships

- Provide contracted services under a written agreement; monitor to ensure that performance meets the responsibilities identified in the individual plans of participants.
- Evaluate contracted services annually for cost effectiveness and to ensure the health and safety of participants.

Reporting Method for All Staff Members and Board of Directors:

Staff Members:

Allegations of violations of the code of ethical conduct will be addressed through ProAct's complaint resolution procedure. This procedure should be used for any disagreement with the supervisor, management, or human resources personnel regarding established rules of conduct, policies, or practices. Staff members shall not go directly to the board of directors nor to the media and will exercise their right to disagree with ProAct in a respectful manner. Anyone suspected of violating the code of conduct may be subject to question by the Program Director and/or Human Resources Director and/or the President/CEO. The suspected staff member may be removed from active work duty pending the outcome of an investigation.

Complaint Resolution:

In any organization, dissatisfaction may arise because an employee does not know, understand, or agree with certain policy interpretations or management decisions. Such dissatisfactions are commonly referred to as grievances. At ProAct, we believe that if any employee has a grievance concerning his/her wages, hours of work, or other terms or conditions of employment, the matter should receive consideration of all concerned.

An employee who feels aggrieved is urged to take the matter up immediately with his/her supervisor. The supervisor is required to investigate the grievance and provide a response or decision within thirty (30) days. This investigation may consist of, but is not limited to, gathering information from other employees involved, reviewing company policy, and any other action necessary to become familiar with the situation.

If you are not satisfied with the response/decision from your immediate supervisor, you are encouraged to go to the next level of supervision, both orally and in writing. This next level of supervision will also have thirty (30) days in which to investigate the issues and respond to you in writing.



If, after these steps are taken you believe inadequate action has been taken to resolve your complaint contact the Human Resources Department. It is the policy of this organization to respond to any reasonable complaint within thirty (30) days and take the necessary actions to settle the issue. There will be no adverse actions taken against a complaining employee as a result of making the complaint, regardless of the outcome of the investigation.

If you have a problem which is more specifically addressed by the Anti-Harassment Policy, please follow the procedure described there.

Board Members:

Allegations of violations of the code of ethical conduct will be reported to the President/CEO or the chair of the board of directors of ProAct, Inc. Any action to be taken in response to the allegations will be reviewed with corporate legal advisors before proceeding.

I have read and understand the ProAct Inc. Business Code of Conduct Policy.

Name

Signature

Date