

EPILEPSY ASSOCIATION

CODE OF ETHICS

The Epilepsy Association serves all individuals with seizure disorders. It is dedicated to helping people cope with and manage seizure disorders by improving their quality of life, while empowering and enabling them to reach their full potential within the community.

The management and staff of The Association regularly interact with consumers, regulatory agencies, doctors, nurses, community partners, vendors, volunteers, teachers, donors and the general public. Volunteers for the Association, including members of the Board of Directors, Professional Advisory Board, interns and other volunteers work with management and staff as well as with some or all of these groups.

The trust and confidence that these individuals and entities place in the Association are critical to its continued success. Further, every action by an employee or volunteer of the Association has the potential to affect whether or not its stated mission will be accomplished. For these reasons, the Association has established this Code of Ethics to guide the conduct of its employees and volunteers. The Code is intended to foster an environment that promotes ethical conduct by all who represent The Association.

All consumers should be treated with dignity and respect. Information regarding consumers which is confidential or privileged or which is not publicly available should be disclosed in accordance with HIPAA regulations.

Staff and volunteers of the Association should be honest in their dealings with one another and whenever conducting the affairs of the Association. They should ensure fairness and objectivity in all activities and should honor the right to privacy of all people. They should respect all people without regard to race, color, religion, national origin, gender, age, disability or any other basis, which would be in violation of any applicable federal, state or local law.

The business, financial, human resources, contractual relationships and marketing practices of the Association shall be conducted so that full and fair disclosure of relevant information is made to donors, funding sources, and the general public. The Association should refrain from allowing expenditures that do not advance its mission. Those associated with the Association should not use its resources for personal gain and should not accept any gratuity or favor for doing his or her job.

Conflicts of interest must be avoided at all times. Even the appearance of impropriety must be avoided because it jeopardizes the trust and confidence placed in the Association by consumers and others. All staff and volunteers must comply with the Conflict of Interest Policy adopted by the Association and make all required disclosures thereunder.

The Board of Directors, the Professional Advisory Board, and all Advisory Committees are governed by the Association's Regulations. When in doubt, all decisions by any of these entities should be made in the best interest of the Association.

Any perceived breaches of this Code should be reported to the CEO or the President of the Board of Directors. Any reported breaches will be investigated and resolved with appropriate action. Unless contrary to law, confidentiality will be maintained for the person reporting the breach. Management will not take any adverse action against employees solely for disclosing perceived breaches of the Code. The Association encourages all

employees and volunteers to be prompt, open, and forthright in reporting perceived breaches of the Code of Ethics.

Just as the Epilepsy Association maintains a strong commitment to consumer satisfaction, it maintains that same commitment to providing a work and volunteer environment where respect for all individuals is maintained. An integral part of this commitment is the support of an open door policy. Our open door policy means that NO MEMBER OF MANAGEMENT IS TOO BUSY TO ADDRESS THE PROBLEMS OR CONCERNS OF ANY EMPLOYEE OR VOLUNTEER. An effective open door policy allows us to maintain open and constructive two-way communication whereby potential or existing barriers to the high safety, quality, productivity, teamwork, and moral standards we hold will be identified and addresses in an effective manner. **Any concerns related to work duties or an employee's employment are to be discussed only with an employee's supervisor or the CEO. Any concern related to volunteer roles and responsibilities are to be discussed only with the CEO or the President of the Board of Directors.** While this doesn't guarantee that all concerns will be addressed to the complete satisfaction of the employee or volunteer, it does assure that the issue is brought to a reasonable conclusion. All reports will be given prompt consideration and will result in timely decisions. Therefore, all employees and volunteers are expected to use the following Problem Solving Procedure to address concerns.

Employee Problem Solving Procedure:

- 1) Discuss concern with immediate supervisor. Most concerns will be solved in this step as the direct supervisor is usually in the best position to directly influence a solution. If the supervisor is unable to satisfactorily address the concern, or if a situation exists where the employee deems it improper or impractical to discuss the problem with their supervisor, go to step #2.
- 2) Discuss concern with the CEO.
- 3) Following the meeting, the CEO will make a final and timely decision on what steps if any, will be taken to solve the problem.

Volunteer Problem Solving Procedure:

- 1) Discuss concern with the CEO. Most concerns will be solved in this step as the CEO is usually in the best position to directly influence a solution. If the CEO is unable to satisfactorily address the concern, or if a situation exists where the volunteer deems it improper or impractical to discuss the problem with the CEO, go to step #2.
- 2) Discuss concern with the President of the Board of Directors.
- 3) Following the meeting, the President of the Board and CEO will make a final and timely decision on what steps if any, will be taken to solve the problem.

This Code of Ethics will be annually examined, updated, and restated through a joint effort of the Board of Directors and staff representatives. Upon its initial adoption and after each annual review, it will be published to the Association's consumers and distributed to all staff and volunteers. It will also be included in the orientation of new employees and members of the Board of Directors.

A client of the agency is considered a client of each case manager, counselor, social worker, or marriage and family therapist employed or contracted by the agency for purposes of ethics under the sexual harassment, multiple relationships and sexual relationships sections of this rule. Case managers, counselors, social workers and marriage and family therapists shall not engage in sexual activities or sexual contact with clients' relatives or other individuals with whom clients maintain a close personal relationship when there is a risk of exploitation or potential harm to the client. Sexual activity or sexual contact with clients' relatives or other individuals with whom the client maintains a personal relationship has the potential to be harmful to the client

and may make it difficult for the case manager, counselor, social worker or marriage and family therapist to maintain appropriate professional boundaries. Case managers, counselors, social workers and marriage and family therapists, not their clients, their clients' relatives, or other individuals with whom the client maintains a personal relationship assume the full burden for setting clear, appropriate, and culturally sensitive boundaries. The duty of the licensee is based on that particular licensee's knowledge of a client's identity prior to starting a relationship.

Case managers, counselors, social workers, and marriage and family therapists shall not physically or verbally abuse or threaten clients' family members of clients, ex-clients or other persons encountered in professional settings. Licensees shall be aware that any physical touching between the professional and the client is subject to review for appropriate professional boundaries. The professional shall have the burden of proof to explain why physical touching was professionally necessary.