

Code of Conduct and Ethical Guidelines

Rise Healthy Housing and Support Services' (Rise Housing) code of conduct and ethics represents our core values and is an essential driving force behind all that we do as we work to uphold our mission statement. We are dedicated to the populations we serve and therefore must also be equally dedicated to operating with ethics and integrity. To accomplish this, we must be committed in our efforts to prevent, detect, and resolve unethical behaviors, unlawful activities, and all other compliance issues that may occur as quickly as possible. All those meeting the definition of an affected individual not only have an expectation to conduct themselves with the highest standard outlined in our handbook and compliance plan, but also must immediately report any violation they become aware of; failure to do so will result in disciplinary action up to and including termination of employment and/or relationship with Rise Housing.

Rise Housing makes the following commitments:

- To adhere to all Local, State, and Federal anti-discrimination laws in all areas of operation including but not limited to admissions, discharges, business decisions, contract decisions, hiring and employment decisions, and purchase decisions
- To operate with honesty and integrity with all provisions of service and billing of service, to remain diligent in our oversight of all service and billing activities, to correct all errors and violations promptly upon detection, and to continually evaluate and adjust our policies and procedures to better detect and eliminate the reoccurrence of errors and violations
- To never enter into business relationships based solely on personal connections and without disclosure, to never accept personal gifts of value greater than \$25 from any outside organization doing business with or desiring to do business with Rise Housing, and to never enter into any financial or business relationship with a service recipient of Rise Housing
- To hold all affected individuals responsible for any conduct in violation of any policy or procedure of Rise Housing, including but not limited to those related to the compliance plan, the handbook, and the individual's specific program, with appropriate disciplinary action up to and including termination
- To operate with a person-centered approach, with a belief in self-determination, a commitment to dignity, choice, reasonable risk assumption, and a belief in every individual's independence, and to never accept secrecy as a condition of disclosure
- To have empathy for our service recipients, to embrace the ideals of trauma-informed care, to be respectful of the individual, family, social, community, and cultural values of every service recipient, to manage our relationships with the highest standard of legal, moral, social, and ethical values, to maintain professional boundaries at all times, and to perpetually ask ourselves the question "whose needs are being met" as we provide services and be ethically guided by the answer
- To conduct ourselves professionally and represent the ideals of the organization with all those we engage with in the course of doing business, including but not limited to, service recipients,

coworkers, volunteers, partner organizations, board members, vendors, contractors, visitors, community leaders, law enforcement, members of the press, social media contacts, and members of the community

Management, including executives, directors, and managers, must set an example, take appropriate measures to ensure that all levels of management support this policy and encourage the reporting of problems and concerns. Managers should regularly meet with department staff and discuss the main points within this plan and immediately notify the Compliance Officer of any issues or reports raised. Managers will also ensure that the confidentiality of persons reporting compliance issues unless the matter is subject to a disciplinary proceeding, referred to, or under investigation by, MFCU, OMIG or law enforcement, or disclosure is required during a legal proceeding.