



"Creating Life Opportunities"

Policy and Procedure # 120

EFI Code of Ethics

Approval: /S/ Marty Crow

Effective Date: 7/26/21

POLICY:

EFI's ethical practices foster and protect the clients that EFI serves. These practices demonstrate professional courtesy with clients, co-workers, the Board of Directors, the community and other providers. EFI employees will not exploit the EFI clients or any other agency for any purpose. These ethics apply to the conduct of all employees, vendors, volunteers and board members. EFI's corporate responsibility includes a Corporate Compliance Officer and a written code of ethical conduct that addresses the following: EFI business practices, marketing, service delivery, professional responsibilities, and human resources. These are designed to foster and protect persons served, employees, board members, and stakeholders.

PROCEDURE:

EFI employees will uphold the Code of Ethics. Upon hire and thereafter whenever requested, employees will as a condition of continued employment, be required to read and sign a copy of the EFI Code of Ethics. Violation of any of the following areas will subject employees, vendors, volunteers or the board of directors to corrective actions, up to and including termination of employment and/or adjustment of job duties, and related adjustment of compensation. When the case involves vendors or volunteers, appropriate action will be taken.

1. EFI will not discriminate against or refuse professional services to anyone on the basis of race, color, national origin, age, sex, religion, creed, marital status, sexual orientation, disabled veteran status, Vietnam-era veteran status, the presence of any physical, mental, or sensory disability, or the presence of HIV/AIDS.
2. EFI will ensure that its employees will not use their professional relationships to further their own interests.
3. EFI will show genuine interest in all persons served, and is dedicated to ensure service is provided to all clients that supports their interests and fosters the highest possible level of independence.



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4. EFI will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
5. EFI will ensure all employees, vendors, volunteers, and board members maintain confidentiality when accessing, storing or disposing of customer records.
6. EFI will maintain a professional attitude which ensures the confidentiality of individuals served, colleagues, applicants and all EFI employees.
7. EFI will respect the rights and views of colleagues, and treat them with fairness, courtesy and good faith.
8. EFI will not engage in or condone any form of harassment or discrimination.
9. EFI will not permit any employees to present themselves as competent or perform services beyond their training and/or level of experience.
10. EFI will extend respect and cooperation to colleagues of all professions.
11. EFI will not assume professional responsibility for clients of a colleague without consultation with that colleague.
12. EFI will ensure all clients of a colleague are served during a temporary absence or emergency. We will serve that customer with the same consideration afforded any client.
13. EFI has the responsibility to evaluate employee performance and we will do so in a responsible, fair, considerate, and equitable manner.
14. EFI will correct, when possible, misleading or inaccurate information and representations made by others concerning qualifications or services.
15. EFI will make certain that client's level of competency is represented honestly.
16. EFI have total commitment to provide the highest quality of service to those who seek professional assistance.



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17. EFI will accurately ensure that we assess the strength, limitations, biases and effectiveness of our employees.
18. EFI will strive to become and remain proficient in professional practice and the performance of professional functions.
19. EFI will act in accordance with standards of professional integrity.
20. EFI will not advise on problems outside the bounds of our employees' competency.
21. EFI will ensure that all employees are trained to seek assistance for impairments of performance.
22. EFI will not allow employees to engage in solicitation or recruit any client that is represented by a competitor. This will include EFI employees of both our Residential/Vocational programs as well as the Kimbel Building.
23. EFI employees will not be a witness to the signing of any personal documents for any client for any reason.
24. EFI (the Corporate Compliance Officer) will investigate within a ten working day time-frame any report that any of the above procedures have been violated. Under no circumstances will any employee, vendor, client or board member be retaliated against for reporting, in good faith, any such violation. Any person engaged in retaliation will be subject to corrective actions up to and including termination.