



Agency Code of Conduct

*Miami County's Local Board
of Developmental Disabilities*

Introduction

Riverside Developmental Disabilities was founded in the 1950s by parents who wanted to provide a place where their children with developmental disabilities could be educated and nurtured. Our organization has evolved and changed in many ways since those early days. We have grown and enhanced our services to people of all ages and abilities, yet we're still a supportive, service-oriented agency. Since 1967, we have been under the jurisdiction of Miami County government, and as a public organization, we must continuously strive to remember our earliest roots.

Some people believe that customer service is less important in the public sector than it is in private organizations, but Riverside & RT Industries know this is untrue. Service is the primary purpose of government. As Miami County's local Board of Developmental Disabilities, the way we provide service to Miami County citizens with developmental disabilities and our many other constituents determines whether or not our community is satisfied with our service.

Keep in mind that every day, you provide a valuable service that:

- Supports and empowers people with developmental disabilities.
- Earns the trust and respect of the people we serve, their families, and the voters in Miami County.
- Is a rewarding and worthwhile profession. You should be proud of what you do!

At Riverside Developmental Disabilities and RT Industries, we aim to create a workplace culture that is focused on exemplary customer service with our employees as well as our external clients. As we work together to foster this positive workplace culture, Riverside has a firm commitment to all employees that there will be no retribution for asking questions or raising good faith concerns about conduct. We strive to achieve this positive culture in a way that demonstrates high standards of integrity and professionalism.

Our Mission:

To empower people with developmental disabilities
to live, work and play as full members of our community.

Our Vision:

To build a community that supports and values people of ALL abilities!

Our Values:

Integrity

Demonstrating honesty,
Building trust, and
Doing the right thing – even when no one is watching

Respect

Treating others with kindness and acceptance,
Valuing others' opinions even when different, and
Supporting everyone's abilities and contributions

Accountability

Striving for excellence,
Demonstrating transparency in everything we do,
Following through with commitments, and
Assuming responsibility for actions – personally and as an organization

Teamwork

Providing support to one another,
Working cooperatively without boundaries, and
Making our work environment fun and enjoyable

Customer Service Standards: *How We Live Out Our Mission, Our Vision & Our Values*

Because of the nature of the service we provide, the Miami County community expects us to set the bar for friendliness, compassion and kindness. We are here to serve others. It is our job to meet their needs and exceed their expectations.

To successfully accomplish our mission to empower people with developmental disabilities to live, work and play as full members of our community, we must have strong relationships with those whom we serve, as well as those with whom we do business. Communication is a key element to relationship management.

*To have **great relationships**, we must have **great communication skills**.
To have **great communication skills**, we must:*

Have a Positive Attitude

1. Our attitude is the lens through which we see the world.
2. Show that you are happy to help the person.
3. Seek solutions with enthusiasm.
4. Focus on doing your part to make it a positive exchange.

Be Responsive:

1. Be mindful of deadlines and respectful of others' busy schedules.
2. Follow up to let the person know where you are in the process of the project at hand and that you haven't forgotten them. Even if you don't have the answer or a solution yet,
3. Adopt the mindset: "It's my job." Don't make excuses. Exceed their expectations.

Project a Respectful and Friendly Tone:

1. Provide a high level of customer service
2. Earn and reinforce trust with each interaction with individuals, families and caregivers.
3. Apply a friendly and service-oriented tone to coworker interactions.

Use Kind Words:

1. Use constructive words focused on solutions, not blame.
2. "Please" and "Thank You" are highly effective.
3. Use greetings, closings and sign your name when establishing contact via email.
4. Break any disappointing news in a kind way.
5. Give direction on helping resolve the issue; assist in helping find a solution or putting them in direct contact with an individual who can.

ETHICS POLICY SUMMARY

All employees are expected to work within the laws of the State of Ohio and other rules and regulations that are applicable. See policy P-15 for more details on the content below:

1. Board employees must identify relationships that may be a conflict of interest.
2. An employee of the Board may also be a member of the governing board of a political subdivision, provided that the employee does not vote on any matter concerning a contract with the Board
3. Employees may not have financial interests in companies which do business with public agencies and/or profit from public contracts.
4. An employee shall not use his or her position to secure a contract with the Board benefiting a family member or a business associate.
5. An employee may not accept anything of value (> \$25).
6. An employee may not solicit anything for personal use.
7. No employee shall represent private interests in any action or proceedings against the interest of the Board.
8. Employees shall not use Board property for non-work purposes, except when granted permission.
9. Board employees shall not hire program individuals for private work except as specified in policy P-15.

10. Employees can socialize with individuals in our programs, but shall not date or have any kind of sexual interaction with them. However if a Board employee is also eligible for Board services, this prohibition does not apply. Employees choosing to socialize with individuals during off-the-clock hours will not be compensated for such activities. If an employee, becomes aware of a threat to the health or safety of a individual served by the Board, it is that employee's responsibility to contact the Investigative Agent or SSA.
11. Employees shall not engage in outside employment which results in a conflict of interest with their duties as Board employees. The employee will bring the matter into consideration as outlined in Policy P14 – Outside Employment and/or Policy G39 – Ethics Council.
12. No employee shall, without proper legal authorization, disclose confidential or proprietary information of the County Board.
13. No Supervisor shall ask or require a subordinate to complete personal work for him or her, nor hire a subordinate for private work.
14. All employees shall review and sign a yearly acknowledgment of the Code of Conduct.

OFFICIAL CODE OF CONDUCT

All employees are expected to conduct themselves in a professional and appropriate manner. These expectations include but are not limited to the following:

1. I will respect the **dignity** of all.
2. I will create and maintain a positive culture of **trust** and **respect**.
3. I will value **teamwork** and recognize **excellence**.
4. I will support a work atmosphere that is **open** while being mindful of the need for **confidentiality**.
5. I will recognize the **public perception** of my actions and refrain from doing anything that might discredit the agency.
6. I will strive to obtain personal and professional **growth** to improve my **effectiveness**.
7. I will perform my work in a **reliable** and **effective** manner.
8. I will be **non-judgmental** and not arrive at conclusions hastily.
9. I will take **initiative** that is guided by our **mission, vision and values**.
10. I will be **sensitive** to the feelings and rights of others.
11. I will follow all applicable, **rules** and Board **policies, procedures and guidelines** to enable the Board to meet its mission, vision and values.
12. I will hold myself **accountable** as well as hold others accountable regardless of position or level of authority.
13. I will use **People First language** and **Person-Centered thinking** when approaching my work.

I have read the information contained in this Code of Conduct and agree to know and support our mission, our vision and our values. I understand and agree to work carefully, diligently and effectively. I understand and agree to be honest and to conduct myself in a manner that demonstrates sensitivity toward my co-workers and the many community agencies and organizations with whom we work. I agree to represent our agency in a positive way to the best of my abilities.

Employee Signature

Date



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