

Ethical Guidelines, Civility Statement, and Person-Centered Philosophy

Ethical Guidelines and Person-Centered Philosophy

Capabilities person-centered philosophy is the pillar of all of our policies and procedures. Our services, systems, approaches and interventions are designed around the identified needs and desires of the persons served, are responsive to their expectations and relevant to their maximum participation. Each person receiving services develops their own service monthly plans in conjunction with a Capabilities Career or Community Consultant. Throughout service delivery, the person is empowered to direct how services are delivered and to change their own behaviors. Positive interventions will always be utilized first and foremost. Notes in the Yearly Placement/Service Plan are completed in the Job Development service to reinforce to the job seeker that they are the driving force in their own job search. Capabilities provides an environment that nurtures personal growth and dignity. This is most evident in our mission statement “Capabilities will strive to provide people with differing abilities the maximum supports needed to successfully achieve and sustain their goals.”

As a provider of vocational rehabilitation services, Capabilities has adapted the following ethical guidelines from The Association for People Supporting Employment First (APSE) and National Association of Direct Service Providers. As a supported employment professional, direct service provider and Capabilities employee, I hereby adopt these Ethical Guidelines and agree to honor the stated principles herein.

APSE’s Ethical Standards and Guidelines for Implementing Employment First

Association of People Supporting Employment First (APSE) is the only national, non-profit membership organization dedicated to Employment First, a vision that all people with disabilities have a right to competitive employment in an inclusive workforce. People with disabilities should not work sequestered in sheltered workshops, earning only pennies an hour. We want people with disabilities to enjoy the company of a wide range of coworkers, an opportunity for greater financial independence, and the ability to contribute to the economy. We provide our members with the tools, opportunities, and timely information needed to take action and build better workplaces through work with policymakers and employers. APSE is the national voice on workplace inclusion. For more information, www.apse.org. Capabilities follows the same ethical guidelines as adopted by APSE:

- APSE believes everyone has employable strengths and can work in the competitive labor force with the right measure of support and in jobs well-matched and sometimes customized to their interests and abilities.
- APSE believes that people with disabilities are the experts about themselves and should play a leading role in decisions that affect their lives.
- APSE believes companies who hire people with disabilities will profit in many ways, including financially.
- APSE believes the focus of publicly funded services should be strengths-based—what people can do, not what they cannot do.
- APSE is committed to sharing success stories to increase expectations, shatter stereotypes, and create better understanding about the employment potential of people with disabilities.
- APSE acknowledges supported employment is a well-researched and proven, evidence-based business practice.
- APSE believes that an important role of the organization is to educate policy makers, including elected officials, on advocating for equal opportunities and fair treatment in the workplace.

- APSE is committed to promoting the role of employment in the transitional youth directly into post-secondary education or competitive employment options.
- APSE speaks as a unified voice representing human service professionals, people with disabilities, educators, employers, family members and other stakeholders.

Civility Statement

Capabilities has adopted this Civility Statement in order to address standards of civility and respect within the Capabilities community. This statement is a living document and is intended to evolve over time. It is fundamental to our mission to create an unbiased community and to oppose vigorously any form of racism, disability or religious intolerance, sexism, ageism, homophobia, heterosexism, and discrimination against those with differing abilities. Our community can only continue to thrive when we approach each interaction and conversation with an open mind and when each member can contribute fully. Our community includes our employees, the people that we serve, and the people and communities with whom we collaborate to achieve our mission. This community expects to be safe, mutually supportive, professionally encouraging, equalitarian, and tolerant of all its members. The Capabilities community is made up of individuals who model these civility guidelines and hold each other accountable. Each individual of the Capabilities community must be responsible and accountable for their own actions and words. We will strive to build a true community of spirit and purpose based on mutual respect and caring.

While no civility statement can guarantee considerate and ethical conduct, the ideals set forth here represent Capabilities' standards and should serve as guide posts:

- Do unto others as you would have them do unto you.
- Model the behavior you would like to see from others.
- Consider carefully when and where to speak up. Do not let your silence condone disrespectful behavior.
- Accept disagreements will exist without giving up your own convictions.
- Take your stress out productively. Do not take your stress out on those around you.
- Be a respectful active listener.
- Make sure conflict is expressed in a discussion about ideas or the behaviors, not about the person. For example, "I don't support or like (description of the behavior).
- Remember that others are not always wrong and that you are not always right.
- Whatever view you feel strongly about, another may feel just as strongly against... and that's okay. Although high emotion is not necessarily the mark of incivility, remember that it may cause a conversation to escalate in unproductive ways.
- Tone, volume and cadence of voice matters.
- Sarcasm is easily misunderstood.
- Work together to define and apply respectful behaviors with your colleagues, customers (the person's you serve, their support systems, OOD staff, DoDD or county board of DD staff, employers), partner agencies and vendors.
- Consider if your use of technology (email, social media, text, instant message) helps or hinders a respectful environment. Remember that there is no voice tone to help convey meaning.
- Rely on facts rather than assumptions. Gather relevant facts before acting on assumptions that can damage relationships.

- Take time to learn more about a person’s background or culture to expand your own perspective and interpersonal skills.
- Have difficult conversations in person and privately or, at a minimum by video or telephone, not through written communication (email or text)
- Adopt a positive and solution-driven approach to resolving conflicts.
- Always remember to say “please” and “thank you”.
- “Thank you” and “Good Job” are not interchangeable. Use each at the appropriate time.
- Recognize the contributions made by individuals. Show appreciation for contributions at all levels.
- Praise in public, share constructive criticism in private.
- Kindness has a ripple effect that extends far beyond the initial recipient. Practice treating others with respect and consideration no matter the setting.
- Understand your triggers or “hot buttons”. Knowing what makes you angry and frustrated enables you to manage your reactions and respond in a more appropriate manner.
- The world always looks better from behind a smile.

An individual’s perception of what is or is not civil can be influenced by their culture and life experiences. Actions must be evaluated not only in light of what was intended, but also by what the recipient felt. Impact as well as intent is important. We need to acknowledge these differences and be open to receiving feedback from someone who may perceive something we have done, without intent as being uncivil. We also need to evaluate our own expectations of civility to ensure that we are not setting an overly high bar. These examples of behavior that will generally be viewed as uncivil in the Capabilities community.

- Shouting
- Profanity, abusive, aggressive or violent language directed at an individual or a group
- Using props suggestive of violence
- Slamming doors
- Throwing objects
- Humiliating, degrading, demeaning, belittling, insulting, frightening, or intimidating another person
- Distributing comments, whether verbally or written, including online, about an individual that are unjustified and are likely to have a negative impact on the individual
- Telling inappropriate jokes

If you feel that you have been treated in a manner that is inconsistent with these expectations, you have several options. You are encouraged to abide by the Capabilities 24-hour rule: where you should take action on your emotions within twenty-four hours. All employees who feel they have been treated uncivilly are encouraged to approach the other person and share your feelings about what happened. Often making the other person aware of how their conduct affected you is sufficient. Few people are deliberately hurtful. Another action that you could take would be to discuss that matter with a member of the management or leadership team including the CEO and owners. Managers, leaders and owners may be able to advise you, make suggestions, or if necessary, intervene. The Human Resources Leader is additionally helpful in these situations.

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NADSP – CODE of ETHICS

Preamble Vision

Direct Support Professionals (DSPs) who support people in their communities are called upon to make independent judgments on a frequent basis that involve both practical and ethical reasoning. The people who assume this complex role must examine their own values and beliefs while honoring those of the people they support.

Purpose

A primary purpose of the DSP is to assist people who need support to lead self-directed lives and to participate fully in our nation’s communities. This emphasis on empowerment and participation is critical. The prejudices of society form powerful barriers, yet too often, the very social policies and service systems designed to help can create other barriers that prevent many people with intellectual, developmental or physical disabilities from enjoying a rich and fulfilling life.

Mission

Therefore, it must be the mission of the DSP to follow the individual path suggested by the unique gifts, preferences, and needs of each person they support, and to walk in partnership with the person, and those who are significant to them, toward a life of opportunity, well-being, freedom, and contribution. While other professional groups (such as doctors, nurses, service coordinators, and social workers) are directed by clearly defined criteria, the DSP is directed by the person they support. Therefore, the DSP must exemplify ethical practice, high standards, and creative vision as they partner with those they support in order to access community and make everyday choices about their personal finances, physical well-being, social and intimate relationships, and employment. The entire landscape of a person’s life can change through ethical and intentional direct support services. As a result of these work duties, DSPs face ethical decisions on a daily basis and consistently feel the tension between the ideals of the profession and its practice. There are numerous pressures coming from organizations, government, social policy, and societal prejudice that can shift focus and allegiance away from the people who are being supported. In order to maintain the promise of partnership and respect that must exist in a supportive relationship, a strong ethical foundation is critical to help DSPs navigate through the maze of influences that bombard them.

Values, Skills and Knowledge

The knowledge and skills of community support practice must be joined with the ethical principles to create the environment needed to fully support people in making life choices. To do so effectively, we must all recognize DSPs as professionals who have values, skills, and knowledge that constitute a unique and important profession, and who can infuse these beliefs into practice. Furthermore, there must be a commitment to hiring, developing, and supporting DSPs to create a healthy sense of their own worth and potential. Direct Support Professionals must embrace their role to foster a spirit of cooperation and mutual responsibility with other DSPs regarding ethical practice.

Developing The Code of Ethics

In 2000, these issues led to the efforts on the part of the National Alliance for Direct Support Professionals (NADSP) to bring together a national panel that included direct support professionals, self-advocates, family members, human service professionals and researchers to identify the kinds of ethical situations that direct support professionals face and to develop a set of ethical guidelines to address them. In 2016, the NADSP reconvened a new stakeholder group that represented professional and geographic diversity to review the language of our original document. The revised Code of Ethics has not changed in content, it remains to serve as a straightforward and relevant ethical guide, shedding some

light on the shared path to a self-directed life. The NADSP Code of Ethics was formally adopted by the NADSP Board of Directors April 12, 2016.

Person-Centered Supports: As a DSP, my first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance. Furthermore, as a DSP, I will:

- Commit to person-centered supports as best practice.
- Focus first on the person and understand that my role in direct supports will require flexibility, creativity and commitment.
- Recognize that each person is capable of directing their own life.
- Honor the personality, preferences, culture and gifts of people who cannot speak by seeking other ways of understanding them.
- Recognize that the unique social network, circumstances, personality, preferences, needs and gifts of each person I support must be the primary guides for the selection, structure, and use of supports for that person.
- Advocate with the person I support and others when the demands of the system override the needs of those I support, or when individual preferences, needs or gifts are neglected for other reasons.

Promoting Physical and Emotional Well-Being: As a DSP, I will commit to promote the emotional, physical, and personal well-being of the people I support. I will encourage growth and recognize the autonomy of those receiving support while being attentive and energetic in reducing the risk of harm. Furthermore, as a DSP, I will:

- Develop a respectful relationship with the people I support that is based on mutual trust and maintains professional boundaries.
- Understand and respect the values of the people I support and facilitate their expression of choices related to those values.
- Assist the people I support to prevent illness, avoid unnecessary risk, and understand their options and possible consequences that relate to their physical health, safety, and emotional well-being.
- Partner with each person and their support network to identify areas of risk and create safeguards specific to these concerns.
- Challenge other support team members, such as doctors, nurses, therapists, co-workers and family members, to recognize and support the rights of people to make informed decisions even when these decisions involve personal risk.
- Be vigilant in identifying and reporting any situation in which the people I support are at risk of abuse, neglect, exploitation or harm.
- Address challenging behaviors proactively and respectfully. If aversive or deprivation intervention techniques are included in an approved support plan, I will work diligently to find alternatives and will advocate for the eventual elimination of these techniques from the person's plan.

Integrity and Responsibility: As a DSP, I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community. Furthermore, as a DSP, I will:

- Be aware of my own values and how they influence my professional decisions.
- Maintain competency in my profession through learning and ongoing collaboration with others.

- Assume responsibility and accountability for my decisions and actions.
- Advance my knowledge and skills through ongoing professional development and life-long learning.
- Actively seek advice and guidance on ethical issues from others as needed to inform ethical decision-making.
- Recognize the importance of modeling valued behaviors to co-workers, people I support, and the community at-large.
- Practice responsible work habits.

Confidentiality: As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support.

Furthermore, as a DSP, I will:

- Seek information directly from those I support regarding their wishes in how, when and with whom privileged information should be shared.
- Recognize that confidentiality agreements are subject to laws and regulations at the federal and state levels, as well as agency policies.
- Recognize that it may be necessary to disclose confidential information in order to prevent serious or imminent harm to the person I support or others.
- Seek out qualified guidance to help clarify situations where the correct course of action is unclear to me.

Justice, Fairness and Equity: As a DSP, I will affirm the human rights as well as the civil rights and responsibilities of the people I support. I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. Furthermore, as a DSP, I will:

- Assist the people I support to access opportunities and resources of the community that are available to everyone.
- Facilitate the expression and understanding of one’s rights and responsibilities with the people I support.
- Understand the guardianship or other legal representation of the people I support, and work in partnership with legal representatives to assure that the person’s preferences and interests are honored.

Respect: As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person who I support as valuable and promote their value to our communities. Furthermore, as a DSP, I will:

- Seek to understand the people I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
- Recognize and respect the cultural context (such as gender, disability, religion, sexual orientation, ethnicity, socio-economic class) of the person supported and his/her social network.
- Honor the choices, preferences, abilities and opinions of the people I support.
- Protect the privacy of the people I support.
- Interact with the people I support in a manner that is respectful to them.
- Provide opportunities for the people I support to be viewed and treated with respect and embraced as integral, contributing members of their communities.
- Promote the use of language that is respectful, sensitive and contemporary.
- Practice positive intention and transparency in my interactions with others.

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Relationships: As a DSP, I will assist the people I support to develop and maintain relationships. Furthermore, as a DSP, I will:

- Advocate with the people I support when they do not have opportunities to build and maintain relationships.
- Recognize the importance of maintaining reciprocal relationships and proactively facilitate relationships between the people I support, their family and friends.
- Assure that people have the opportunity to make informed choices in safely expressing their sexuality.
- Separate my personal beliefs and expectations regarding relationships (including sexual relationships) from those of the people I support based on their personal preferences. If I am unable to separate my own beliefs and preferences in a given situation, I will remove myself from the situation and seek the assistance of a qualified coworker.
- Refrain from expressing negative views, harsh judgments, and stereotyping of people close to those I support.

Self-Determination: As a DSP, I will assist the people I support to direct the course of their own lives. Furthermore, as a DSP, I will:

- Support the rights of individuals to lead self-directed lives, working in partnership with other members of the person’s support network.
- Promote self-determination in physical, intellectual, emotional, social and spiritual pursuits.
- Honor a person’s right to assume risk in an informed manner.
- Recognize that each individual has potential for lifelong learning and growth.
- Celebrate, accept and learn from life’s rich experiences with people through triumphs and failures.

Advocacy: As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation. Furthermore, as a DSP, I will:

- Support people to speak for themselves in all matters, and offer my assistance when needed.
- Represent the best interests of people who cannot speak for themselves by partnering with the individual and their support team to gather information and find alternative means of expression.
- Advocate for laws, regulations, policies, and procedures that promote justice and inclusion for all people with disabilities.
- Promote human, legal, and civil rights of all people and help those I encounter to understand these rights.
- Recognize that those who victimize people with disabilities must be held accountable.
- Seek additional advocacy services when those that I provide are not sufficient.
- Seek out qualified guidance when I am unsure of the appropriate course of action in my advocacy efforts.

Formally adopted by the NADSP Board of Directors April 12, 2016.

Capabilities Ethical Codes of Conduct

Capabilities’ corporate responsibility efforts include, at a minimum, the following:

- (1) Business.
 EQUALITY: We shall recognize the individual rights of all in accordance with the constitution, and display a fair sense of justice.

national origin, ancestry, culture, marital or veteran status, victims of domestic violence, dating violence or stalking, military status, or any other legally protected status.

TRUTH: We shall make accurate claims to persons receiving services, use only competent testimonials, and strive to be open about all aspects of the services we offer.

HONESTY: We shall uphold the principle of fair play and be vigilant against conduct that has the intent, capability, or effect of being deceptive towards persons receiving services.

INTEGRITY: We shall not merely abide by the law in a technical way, but will strive to serve persons receiving services with honest values, avoiding all devices and schemes that prey on human ignorance or gullibility.

COOPERATIVENESS: We shall support a healthy marketplace for all through cooperation with persons receiving services, other businesses, and every person who would benefit from an ethical, free-market system.

SELF REGULATION: We shall be self-regulating, we will honor all commitments, ensure that the normal use of our services will not be hazardous to public health or safety, and seek to resolve, in a fair and expeditious manner, any disputes which may rise.

(5) Use of social media. See Social Media section in the Employee Handbook.

EQUALITY: We shall recognize the individual rights in accordance with the constitution, and display a fair sense of justice.

TRUTH: We shall make accurate claims, use only competent testimonials, and strive to be open about all aspects of the services we offer.

HONESTY: We shall uphold the principle of fair play and be vigilant against conduct that has the intent, capability, or effect of being deceptive towards our customers.

INTEGRITY: We shall not merely abide by the law in a technical way, but will strive to serve our customers with honest values, avoiding all devices and schemes that prey on human ignorance or gullibility.

COOPERATIVENESS: We shall support a healthy social media presence for all through cooperation with customers, other businesses, and every person who would benefit.

SELF REGULATION: We shall be self-regulating, we will honor all commitments, ensure that the normal use of our services will not be hazardous to public health or safety, and seek to resolve, in a fair and expeditious manner, any disputes which may rise.

(6) Service Delivery, including:

- a. Exchange of:
 - i. Gifts. See Gifts, Monies and Gratuities Policy in the Employee Handbook.
 - ii. Money. See Gifts, Monies and Gratuities Policy in the Employee Handbook.
 - iii. Gratuities. See Gifts, Monies and Gratuities Policy in the Employee Handbook.
- b. Personal fund raising. See Gifts, Monies and Gratuities Policy in the Employee Handbook.
- c. Personal property. See Gifts, Monies and Gratuities Policy in the Employee Handbook: “Capabilities also prohibits staff from conducting personal fundraising or acquiring personal property while delivering services.”
- d. Setting professional boundaries. See Capabilities Expects and Conflict of Interest Section in the Employee Handbook and Job Descriptions, Specific Elements of the Job, typically #3)
- e. Witnessing of legal documents. At this time, Capabilities is not responsible for the witnessing of any legal documents: “Capabilities is not responsible for the witnessing of any legal documents.”

EQUALITY: We shall recognize the individual rights of all persons receiving services in accordance with the constitution, and display a fair sense of justice. Strive for the right of all individuals who want the dignity of work to choose their field of endeavor and utilize their abilities and talents for personal fulfillment. Extend professional services to all qualified employed and unemployed candidates regardless of age, sex

(including gender identity, sexual orientation, and pregnancy), spiritual beliefs, socioeconomic status, language, disability or genetic information, race or color, religion, national origin, ancestry, culture, marital or veteran status, victims of domestic violence, dating violence or stalking, military status, or any other legally protected status.

TRUTH: We shall make accurate claims to persons receiving services, use only competent testimonials, and strive to be open about all aspects of the services we offer.

HONESTY: We shall uphold the principle of fair play and be vigilant against conduct that has the intent, capability, or effect of being deceptive towards persons receiving services.

INTEGRITY: We shall not merely abide by the law in a technical way but will strive to serve persons receiving services with honest values, avoiding all devices and schemes that prey on human ignorance or gullibility.

COOPERATIVENESS: We shall support a healthy marketplace for all through cooperation with persons receiving services, other businesses, and every person who would benefit from an ethical, free-market system.

SELF REGULATION: We shall be self-regulating, we will honor all commitments, ensure that the normal use of our services will not be hazardous to public health or safety, and seek to resolve, in a fair and expeditious manner, any disputes which may rise.

(7) Professional responsibilities.

EQUALITY: We shall recognize the individual rights in accordance with the constitution, and display a fair sense of justice. We shall recognize the individual rights of all members of the community in accordance with the constitution, and display a fair sense of justice. Strive for the right of all individuals who want the dignity of work to choose their field of endeavor and utilize their abilities and talents for personal fulfillment. Extend professional services to all qualified employed and unemployed candidates regardless of age, sex (including gender identity, sexual orientation, and pregnancy), spiritual beliefs, socioeconomic status, language, disability or genetic information, race or color, religion, national origin, ancestry, culture, marital or veteran status, victims of domestic violence, dating violence or stalking, military status, or any other legally protected status

TRUTH: We shall make accurate claims, use only competent testimonials, and strive to be open about all aspects of the services we offer. We shall make accurate claims to all members of the community, use only competent testimonials, and strive to be open about all aspects of the services we offer.

HONESTY: We shall uphold the principle of fair play and be vigilant against conduct that has the intent, capability, or effect of being deceptive. We shall uphold the principle of fair play and be vigilant against conduct which has the intent, capability, or effect of being deceptive towards all members of the community.

INTEGRITY: We shall not merely abide by the law in a technical way but will strive to serve with honest values, avoiding all devices and schemes that prey on human ignorance or gullibility.

COOPERATIVENESS: We shall support a healthy marketplace for all through cooperation with community members, customers, other businesses, and every person who would benefit from an ethical, free-market system.

SELF REGULATION: We shall be self-regulating, we will honor all commitments, ensure that the normal use of our services will not be hazardous to public health or safety, and seek to resolve, in a fair and expeditious manner, any disputes which may rise.

(8) Human Resources.

Policies to educate personnel on ethical codes of conduct. Capabilities adheres to its written codes of ethical conduct. Ethical codes of conduct are outlined in the Ethical Guidelines and Person-Centered Philosophy

reviewed during orientation and yearly this code is reviewed in a staff meeting. Capabilities employees are to display this code of ethical conduct in daily operation.

EQUALITY: We shall recognize the individual rights of all staff in accordance with the constitution, and display a fair sense of justice.

TRUTH: We shall make accurate claims to our staff, and strive to be open about all aspects of the services we offer.

HONESTY: We shall uphold the principle of fair play and be vigilant against conduct that has the intent, capability, or effect of being deceptive towards our staff.

INTEGRITY: We shall not merely abide by the law in a technical way but will strive to serve our staff with honest values, avoiding all devices and schemes that prey on human ignorance or gullibility.

COOPERATIVENESS: We shall support a healthy marketplace for all through cooperation with staff, other businesses, and every person who would benefit from an ethical, free-market system.

SELF REGULATION: We shall be self-regulating, we will honor all commitments, ensure that the normal use of our services will not be hazardous to public health or safety, and seek to resolve, in a fair and expeditious manner, any disputes which may rise.

(9) Organizational fundraising, if applicable. Capabilities does not due any organizational fundraising.

(10) Prohibition of:

a. Waste.

Capabilities implements cost management waste prevention practices such as double-sided copying, default black and white printing, e-mail, electronic ordering, electronic invoicing, paperless billing and electronic filing and keeps ordering within acceptable quantities as needed. Any excessive waste should be reported to the CEO, who will investigate within seven days of report with no reprisal to the reporter.

b. Fraud.

Capabilities is committed to ensuring propriety, openness and transparency in the provision of all its services. Capabilities and its employees will not knowingly assist any person in the presentation of false or deceptive material. All instances of fraud will be investigated by the CEO within seven days of report with no reprisal to the reporter. Fiscal irregularities and related misconduct will not be tolerated. Employees found to have participated in fraudulent acts and/or gross misconduct will be subject to disciplinary action, up to and including termination, pursuant to personal policies and rules.

c. Abuse.

The CEO will investigate all instances of abuse within three days of report with no reprisal to the reporter. All persons, who reasonably suspect or have proof of abuse, shall report directly to the CEO within 24 hours. Capabilities will not tolerate or condone abuse.

d. Other wrongdoing.

The CEO will investigate all instances of wrongdoing within seven days of report with no reprisal to the reporter.

Written procedures to follow and deal with allegations of violations of ethical codes, including:

(1) A no-reprisal approach for personnel reporting.

(2) Time frames that:

a. Are adequate for prompt consideration.

b. Result in timely decisions.

Allegations of violation of our code of ethical conduct should be submitted in writing to the CEO of Capabilities, who will review these allegations within 24 hours of receipt, and will respond either verbally or written within 7 days.

If an acceptable resolution cannot be reached between the two parties, the funding source, U.S. Equal Employment Opportunity Commission (EEOC), and/or Better Business Bureau will settle disputes.

Education on ethical codes of conduct for:

- (1) Personnel. Capabilities adheres to its written codes of ethical conduct. Policies to educate personnel on ethical codes of conduct: Ethical codes of conduct are displayed on the Capabilities drive. Training on ethical codes of conduct are reviewed and trained at hire and annually.
- (2) Other stakeholders. Capabilities adheres to its written codes of ethical conduct. Policies to educate other stakeholders on ethical codes of conduct. Ethical codes of conduct are displayed on the Capabilities website.

Advocacy efforts for the persons served.

Advocacy and self-advocacy efforts for the persons served in an effort to include all people in all aspects of society.

Corporate citizenship

Capabilities donates to Special Olympics and various other local charities. Capabilities adheres to the principle that manages its economic, social and environmental relationships; and that the way it engages with its stakeholders (such as shareholders, employees, customers, business partners, governments and communities) has an impact on the company's long-term success.