



## ETHICAL GUIDELINES

### **Purpose**

The Ethical Guidelines are intended to provide guidance to members of the Home Care Association of America when making ethical decisions in business practice and service delivery.

### **Core Values**

HCAOA members have adopted the following core values as they relate to providing private duty home care services.

- Compassion
- Reliability
- Competency
- Respect
- Continuity
- Integrity
- Honesty

### **Client Rights and Responsibilities**

Member agencies have the responsibility to develop, adopt and observe client rights and responsibilities in a manner necessary to contribute to ethical behavior and care.

The client has a right to:

- Voice a complaint without retaliation
- Be free from abuse, discrimination and exploitation
- Receive advance notice of charges and billing practices
- Be treated with dignity and respect
- Participate in the development of the plan of care
- Refuse services without repercussions
- Receive privacy and protection of confidentiality
- Be informed in advance of changes in care

### **Relationship to Other Provider Agencies**

Member agencies are committed to working together with other health care providers, professionals and facilities in an effort to provide quality care.

## **Responsibility to HCAOA**

Members will commit to abide by all applicable federal and state laws, rules, regulations, professional codes, standards and guidelines.

Members should participate and contribute knowledge, experience, and talents to HCAOA in order to foster a dynamic, progressive organization that benefits all members professionally and advances the quality of home care services.

## **Fiscal Responsibilities**

Members should comply with fiscally sound business practices by exhibiting integrity, honesty and transparency with all financial operations.

## **Marketing and Customer Relations**

Marketing and sales information including oral statements and written material distributed to clients, customers, families, referral sources or to the general public will reflect appropriate and accurate information regarding the care and services member agencies are capable of providing in accordance with state and federal laws and regulations.

## **Personnel**

Members subscribe to treating employees with respect and dignity and will adhere to state and federal guidelines in their employment practices. They will foster an atmosphere free from intimidation, abuse, harassment and discrimination.

Members will have written personnel policies available to all employees with ongoing supervision, support and evaluation of all employees.

## **Review**

The Ethical Guidelines shall be reviewed as needed upon direction of the HCAOA Board of Directors.

These Ethical Guidelines were approved by the HCAOA Board of Directors on July 17, 2013.

These guidelines are not considered to be comprehensive or exhaustive. Under no circumstances should any guideline be interpreted or construed as establishing a minimum standard of any obligation of an agency, its employees or agents, to another person(s). Nor is it the intent of the HCAOA, or its members in adopting these guidelines to create any enforceable rights, contractual or otherwise, in any person.