



Code of Conduct Service Agreement

It is the mission of A Better Life Experience, Inc. (ABLE) to work together to create A Better Life Experience. ABLE is committed to providing safe and respectful environments for all individuals associated with our company.

ABLE reserves the right to end any professional relationship, at any time, with any employee, person, or entity deemed to compromise ABLE's ability to safely and respectfully provide services. While it is not possible to list all of the types of behavior that can result in termination, common sense indicates that certain types of misconduct cannot be permitted. This may include, but is not limited to any of the following circumstances:

- The withholding of relevant information required for service delivery;
- Any action or inaction misrepresenting support needs in regards to service delivery;
- Failure to complete required actions and/or documentation, in a timely manner, required in the caring of a person in service;
- Failure to complete any type of requirement(s) associated with obtaining and maintaining Medicaid waiver services, within a designated time frame;
- Failure to participate, support or engage with the interdisciplinary team in requests to provide quality service delivery;
- Any action or inaction which appears to compromise ABLE's ethics, values or integrity.

ABLE seeks to resolve any form of conflict in a professional and timely manner. ABLE acknowledges that misunderstandings and miscommunications occur. ABLE seeks to deal with all involved in good faith, and will attempt to address any of the above-referenced circumstances with dignity and discretion.

ABLE reserves the right to end services, at any time, with any employee, person receiving services (PRS), their provider and/or parent, guardian, or business vendor who engages in abusive, aggressive or bullying-type behavior. No one deserves to be yelled at, bullied, abused, excluded, or made to feel inferior while attending or working at ABLE.

Bullying is the persistent pattern of mistreatment from others causing physical or emotional harm, including, but not limited to:

- Repeated malicious behavior such as deliberate insults, threats, demeaning comments, constant criticisms, overbearing supervision, or profane outbursts.
- Blatant exclusion or simply not allowing communication with others.
- Bullying can be verbal, physical, social, or psychological abuse by another person or group.

- Examples of bullying also include, and is not limited to, gaslighting, threats, humiliation, excessive monitoring, unjustified criticisms, intentional lying or intimidation, gossip, mockery, humiliation, false allegations, mean-spirited jokes or purposeful exclusion.

ABLE administration will make every effort to educate and guide persons receiving services to socially appropriate behavior. ABLE understands its role in teaching self-advocacy skills and the value of accurate reporting. ABLE also understands the value in granting grace to those experiencing the occasional challenging situation.

Any bullying-type encounter or other unwelcome conduct should be reported immediately to ABLE administration to include any Manager or Director of ABLE. All reported instances will be brought to the immediate attention of the Senior Director. Written complaints can also be forwarded to able@ablecolorado.com.

If a bullying-type of encounter is reported, ABLE administration will communicate the event to interested parties. An incident report may be completed to document the event. ABLE will investigate the matter while maintaining confidentiality, as much as possible. The health and well-being of all persons served, and their support personnel, is a top priority and will be met with vigilance and concern for all parties.

ABLE will keep documentation including complaints, investigations, or written statements collected from persons acting as a whistleblower, witness, or person making an allegation, as confidential as possible. ABLE reserves the right to retain a written and/or visual record witnessing the detrimental effects the bullying behavior has on PRS, staff, and the overall environment at ABLE. This may also include the detrimental effects of bullying on social media.

ABLE is required to comply with mandatory reporting laws which includes contacting state case management and local law enforcement. This may also include escalating an incident report to a critical incident report.

A Better Life Experience, Inc. desires positive and professional interactions with everyone it encounters. ABLE desires employees and independent contractors who display kind, caring, reliable, and responsible character traits. This Code of Conduct cannot outline every type of situation one may encounter while at ABLE, but seeks to set the tone of the type of respectful, non-harmful conduct required of anyone working, attending, or doing business with ABLE.

ABLE's purpose is to cultivate environments that create A Better Life Experience. It is our desire to model positive behaviors and interactions to further promote the independence and inclusion of persons with intellectual and developmental disabilities. It's our desire to negate common stereotypes and various types of discrimination. It is ABLE's intention to represent the I/DD community in a respectful and considerate manner. ABLE wishes to engage with others who value our ideology of inclusiveness and respect.



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My signature below indicates that I have received this policy as required for attendance and/or association as designated by A Better Life Experience, Inc. (ABLE).

My signature below also indicates that it is my responsibility to understand and implement said policy, instructions and/ or guidelines as given herewith.

I agree to abide by its terms and conditions throughout the course of my attendance and/or association with ABLE. I understand that my failure to follow this policy may lead to termination of association.

Signature of Guardian or Person Receiving Services

Date _____

Printed Name of Guardian or Person Receiving Services

ABLE Representative

Date _____

ABLE Representative – Printed Name