

Acclaim Health – Code of Ethics

We, the employees and volunteers of Acclaim Health, are committed to an ethical decision-making process that is fair, equitable, holistic, and respectful. This Code of Ethics provides us with guiding principles that lead to better client outcomes.

Advocacy: We will improve awareness, accessibility, and quality of our services by advocating for our clients and caregivers.

Client and Employee Safety: We will take necessary measures to assess and minimize client risk while respecting their wishes and maintaining employee and volunteer safety.

Commitment to Quality Services: We will provide the highest quality service for clients and caregivers within our available resources.

Confidentiality: We will ensure that clients, caregivers and substitute decision-makers are informed of their rights to confidentiality, consent, and the sharing of their information with employees and volunteers who are directly involved in their care.

Conflict of Interest: We will make sure that client and caregiver services will not be compromised for our own personal benefit.

Dignity: We will demonstrate human dignity and sensitivity to the diversity of our clients, caregivers, employees, and volunteers.

Fair and Equitable Access: We will ensure that services are based on client and caregiver needs, regardless of age, gender, income, ethnicity, race, physical or mental ability, or lifestyle.

Health and Well Being: We will use a holistic approach to the client's needs by acknowledging what is important to them and to their community.

Informed Choice and Empowerment: We will assist clients to make care plans in keeping with their values, beliefs, and healthcare goals. We will ensure that the client and caregiver are fully informed of their options and have all the necessary information to make informed decisions. If the client and/or caregiver is not capable of making decisions, we will take directions from the substitute decision-maker.

Relationship Among Community Agencies: We recognize that there may be a competitive element to our working relationships but we agree to respect each others roles and work collaboratively to maximize access and efficiencies of client services.

