

IPMG's Ethical Code of Conduct



IPMG believes that it is important for us to have a strong Ethical Code of Conduct to guide us as we serve and advocate for individuals with developmental and/or intellectual disabilities. This code of conduct tells all of us how we at IPMG are expected to behave, and is designed to help ensure that our services to you are provided in a manner that is respectful and professional.

IPMG will adhere to the following code of conduct:

1. Your IPMG Case Manager will respect your unique needs and values.
2. Your IPMG Case Manager will be your advocate. This means your Case Manager will: facilitate your team meetings, focusing upon your desires and needs; create an Individualized Support Plan that reflects those goals that you are interested in achieving; link you to community-based resources; keep your waiver services active and current; and make sure you have exercised your right to choose all service providers, including your Case Manager.
3. Your IPMG Case Manager will not discriminate against you based upon your:
 - a. Race
 - b. Religion
 - c. Gender
 - d. Age
 - e. Disability
4. Your IPMG Case Manager will provide you or your guardian with the information you need to make decisions about your services. Your Case Manager will provide this information in a way you or your guardian can understand, with other people present as needed to make sure that you are not pressured to make decisions you don't want to make.
5. Your IPMG Case Manager will help you or your guardian understand how to file a complaint against IPMG or another provider. Our complaint procedure lets you know that you can file a complaint without anything negative happening to you. These complaints can include, but are not limited to, abuse, neglect, exploitation, negligence, fraud or waste.
6. Your IPMG Case Manager will provide you or your guardian with a link to the online DDRS Waiver Manual so that you can learn more about the Waiver Program. IPMG will also inform you when this manual is updated.
7. IPMG will give you true and accurate information about our company. You can find this information on our web site, and by calling our Customer Service number at 866-672-4764.
8. IPMG will also give you true and accurate information about the Case Managers who work with us, including their work experience.

9. While IPMG has a strong training program for our Case Managers, they are expected to take responsibility to implement what they have learned when providing services to you.
10. Your IPMG Case Manager will be well qualified to serve you. Case Managers will pass the State Case Management certification exam, all IPMG training courses, and earn at least 20 credit hours of ongoing training each year.
11. Your IPMG Case Manager will provide services in a professional manner, and will behave appropriately when interacting with you, your family or guardians, and waiver service providers.
12. Your IPMG Case Manager will adhere to all standards that govern our profession.
13. Your IPMG Case Manager will follow all laws and rules related to Case Management services and the Waiver Program.
14. Your IPMG Case Manager will keep information about you confidential according to state and federal laws and rules.
15. Your IPMG Case Manager will be honest, ethical, and fair.
16. Your IPMG Case Managers will fulfill their commitments to you in good faith.
17. IPMG will be honest when describing the services we provide.
18. IPMG will not advertise or market services in a misleading manner.
19. IPMG will not try to force you to choose IPMG over other case management companies, and will always make sure you know that you have a choice.
20. IPMG will fairly evaluate your IPMG Case Manager's performance.
21. IPMG will notify the appropriate party of any unprofessional conduct that may put your safety at risk or influence you or your representative in any decision-making process. Parties notified may include:
 - a. DDRS
 - b. Indiana Department of Health
 - c. A licensing authority
 - d. An accrediting agency
 - e. An employer
 - f. Office of the Indiana Attorney General, Consumer Protection Division
22. Your IPMG Case Manager cannot ask for, accept, or receive any gifts, favors, services, food, drink, entertainment or payment from you or your representatives, or from any service providers. Exceptions to this rule include:
 - a. Gifts, favors, services, entertainment, food or drink from public agencies or public institutions
 - b. Food or drink consumed at a public meeting or educational presentation
 - c. Nominal refreshments offered while at the workplace of an agency or family member with whom IPMG has a business relationship
 - d. Mementos or souvenirs of small value
23. Your IPMG Case Manager will not ask you for money or other types of contributions to support a political party.

24. An IPMG employee will not be allowed to supervise relatives, including parents, brothers, sisters, children, husbands, wives, aunts, uncles, cousins, or in-laws.
25. If a person is accused of violating your rights, IPMG does not allow friends and relatives of the accused person to be in charge of the investigation that will take place.
26. Materials belonging to IPMG are only to be used for official IPMG business unless IPMG gives written permission for them to be used for another purpose.
27. IPMG will not engage in, or direct others to engage in work other than the performance of official duties during working hours, except as permitted in written permission by IPMG.