

## Prosumer Code of Ethics

*The principles in the following Code of Ethics guide used by the Texas Certified Peer Specialists in their roles, relationships, and levels of responsibility in which they function professionally and are adopted by Prosumers International for all staff, board members and volunteers.*

1. The Prosumer organization's primary responsibility is to help individuals achieve their own needs, wants, and goals. Prosumers will be guided by the principle of self-determination for all.
2. The Prosumer organization will maintain high standards of personal conduct. All staff, board members and volunteers will also conduct themselves in a manner that fosters their own recovery.
3. The Prosumer organization will openly share their recovery stories and will likewise be able to identify and describe the supports that promote their recovery.
4. The Prosumer organization will, at all times, respect the rights and dignity of those they serve.
5. The Prosumer organization will never intimidate, threaten, harass, use undue influence, physical force, or verbal abuse, or make unwarranted promises of benefits to the individuals they serve.
6. The Prosumer organization will not practice, condone, facilitate, or collaborate in any form of discrimination on the basis of ethnicity, race, gender, gender identity, gender expression, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, military status, or any other preference or personal characteristic, condition or state.
7. The Prosumer organization will advocate for those they serve that they may make their own decisions in all matters when dealing with other professionals.
8. The Prosumer organization will respect the privacy and confidentiality of those they serve.
9. The Prosumer organization will advocate for the full integration of individuals into the communities of their choice and will promote the inherent value of these individuals to those communities. All Prosumer staff, board members and volunteers will be directed by the knowledge that all individuals have the right to live in the least restrictive and least intrusive environment.
10. The Prosumer organization will not enter into dual relationships or commitments that conflict with the interests of those they support.
11. The Prosumer organization will not engage in sexual/intimate activities with those to whom they are currently providing support or have worked with in a professional role in the past two years.
12. The Prosumer organization will not provide services to another when under the influence of alcohol or when impaired by any substance, whether or not it is prescribed.
13. The Prosumer organization will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with their colleagues.
14. The Prosumer organization will not accept gifts of significant value from those they serve.

### PROCEDURE FOR CODE OF ETHICS COMPLAINTS

Prosumers has a process established to provide an avenue through which persons can file complaints about the ethical conduct of a staff member, board member or a volunteer. This provides a procedure and a forum by which such a professional or applicant may make a good faith dispute and respond to such complaints. Complaints can be sent to [info@ProsumersInternational.org](mailto:info@ProsumersInternational.org) or to the Executive Director of Prosumers.