

HAWAII DEPARTMENT OF HUMAN SERVICES - Division of Vocational Rehabilitation  
Support Service Provider Program  
**CODE OF ETHICS**

Support Service Providers are expected to conduct themselves in a professional and ethical manner to maintain the integrity of best practice. Support Service Providers will utilize the following as guidelines on how to conduct themselves while providing services under the Managed Service Provider (MSP):

- Support Service Providers shall agree to abide by confidentiality of all assignments under the MSP and respect the privacy of the Deaf-Blind Consumer. Names and private information of the Deaf-Blind Consumer must be kept confidential. Exceptions to confidentiality exists in specific situations may include Federal and State laws requiring mandatory reporting of abuse or threats of suicide or responding to subpoenas.
- Support Service Providers must consider their own skills prior to accepting an assignment under the MSP Program. The Support Service Provider must be confident that they are able to meet the Deaf-Blind Consumer's needs in the assignment.
- Support Service Providers must avoid situations that may present a conflict of interest or the "appearance" of a conflict of interest.
- Support Service Providers' full focus should be on the assignment. While on duty, Support Service Providers must avoid initiating/receiving personal phone calls or text messages, doing their own grocery shopping, or otherwise combining their own personal needs with their assignment under the MSP Program. Clear boundaries must be set between a dual role of friend and SSP (e.g., when it is "friend" time and when it is "work" time).
- Support Service Providers are encouraged to enroll in professional development to improve their skills, understanding of the Deaf-Blind experience, knowledge of cultural awareness, communication and language skills.
- Support Service Providers must comply with all Federal and State laws including all Federal and State tax requirements.
- Support Service Providers cannot be under the influence of any drugs, alcohol, or mood-altering substances when on an assignment. Harassment and abuse (physical, verbal or emotional) are forbidden and shall be immediately reported to the MSP and the local authorities. Any illegal conduct may result in formal legal proceedings and/or termination from the Support Service Provider Program
- Support Service Providers will honor their commitments to the Deaf-Blind Consumer(s) and will be punctual, dependable, and professional.
- Support Service Providers should dress appropriately for their assignments with the Deaf-Blind Consumer (i.e. solid color clothing, minimal jewelry and/or perfume for optimal visual access and comfort of the Consumer).