

ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
Division of Aging and Adult Services (DAAS)  
**Vendor Code of Conduct**

- 1.0 The Vendor shall subcontract with or recommend only those individuals or organizations that are culturally sensitive, who meet accessibility standards for the persons with disabilities, and who do not discriminate based on ethnicity, gender, age, race, religion, marital status, sexual orientation, or socioeconomic status. Vendors and their credentials need to be approved by APS prior to providing services under this contract.
- 2.0 The Vendor, its personnel, subcontractors and any other individuals on the Vendor's premises shall:
  - 2.1 Represent himself/herself accurately to APS Clients and shall not mislead the clients regarding the Vendor's relationship with APS, or mislead the clients regarding the Vendor's skills, capabilities, or credentials.
  - 2.2 Collaborate with APS Staff or APS designated representatives and other service providers (if applicable) in the best interest of the clients and, to the extent possible, avoid disagreements that might have adverse effects on the clients. When collaborating with other community agencies that serve the same client(s), abide by the decisions that were agreed upon by all of the involved parties and assist in implementing such decisions which are consistent with applicable laws, regulations, rules and policies.
  - 2.3 Ensure at all times that client information is used only for the purpose of fulfilling contractual responsibility and is not released to any other individual, agency, or organization. Confidential information and reports obtained, purchased, and paid for under this contract shall never be shared without the expressed permission from the APS Client and the APS Staff or APS designated representative assigned to the APS Client case.
  - 2.4 Develop and maintain a confidentiality policy statement and establish procedures that restrict access to confidential client records and information. This provision shall not be construed to limit the right of APS staff or other authorized representative(s) to access client case records and information pertinent to the provision of the contracted service.
  - 2.5 Ensure that APS Clients are safeguarded and supervised by the Vendors' personnel assigned to provide the contracted service at all times when on the Vendor's premises.
  - 2.6 Always act in a professional manner, honor commitments, treat APS Clients with respect, dignity, and courtesy, and project a positive attitude.
- 3.0 NEVER:
  - 3.1 Engage in any form of intimate and sexual activity with an APS Client.
  - 3.2 Enter into any business partnership with an APS Client.
  - 3.3 Employ authority or influence with APS Clients for the benefit of third parties, including the client's family or friends.
  - 3.4 Exploit the client's trust in the Vendor or its personnel for any purpose.
  - 3.5 Accept any commission, rebates, or any other form of remuneration when serving APS Clients, except payment for service provided by APS.