

Division of Vocational Rehabilitation Fee-for-Service Provider Code of Conduct

The following rule shall constitute the Principles of Professional Conduct of the Service Providers doing business with the DVR.

Violation of any of these principles shall subject the Service Provider remedies deemed necessary in Rule 6A-25.021, Florida Administrative Code.

Obligation to the DVR participant requires that the Service Provider:

- Shall make reasonable effort to protect the Division of Vocational Rehabilitation (DVR) participant from conditions harmful to the DVR process and/or to the DVR participant's mental and/or physical health and/or safety.
- Shall not deny a DVR participant access to informed choice as outlined in section (s.) 413.20, Florida Statute (F.S.).
- Shall not expose a DVR participant to unnecessary embarrassment or disparagement.
- Shall not violate or deny a DVR participant's legal rights.
- Shall not harass or discriminate against any DVR participant with regard to race, color, religion, sex, national origin, age, disability, political affiliation or belief.
- Shall not exploit a relationship with a DVR participant for personal gain or advantage.
- Shall keep in confidence personally identifiable information obtained in the course of professional service, consistent with the requirements of s. 413.341, F. S., unless disclosure serves professional purposes or is required by law.
- Shall strive to assist the DVR participant in reaching their vocational goal.
- Shall fulfill any commitments made to DVR participants.

Obligation to the public requires that the DVR participant:

- Shall not use professional position for personal gain or advantage.
- Shall accept no gratuity, gift, or favor that might influence professional judgement.
- Shall offer no gratuity, gift, or favor to obtain special advantages.

Obligation to the field of DVR requires that the Service Provider:

- Shall maintain honesty in all professional dealings.
- Shall present themselves professionally with DVR participants, DVR staff, and the public when engaging in official duties.
- Shall not misrepresent themselves as an employee of DVR or the Florida Department of Education.
- Shall not use abusive language with DVR participants, DVR staff, and the public when engaging in official duties.
- Shall not threaten DVR staff or DVR participants.

- Shall protect confidential participant information in accordance with s. 413.341, F.S., and Title 34 section 361.38, Code of Federal Regulations.
- Shall not make or publish defamatory, malicious or intentionally false statements about DVR, a DVR staff member or other Service Providers.
- Shall not use coercive means or promise special treatment to influence professional judgement of DVR staff members.
- Shall not misrepresent one's own professional qualifications.
- Shall not make contact with individual DVR staff, DVR participants or schools in an attempt to solicit referrals.
- Shall not interfere with the DVR process and respect the professional role of the DVR Counselor in working with the DVR participant.
- Shall not submit fraudulent information on any document in connection with professional activities or service delivery.
- Shall not falsify any information submitted to DVR.
- Shall comply with all background screening requirements pursuant to s. 413.208, F.S.
- Shall act in a manner consistent with the prioritization of collaboration, solutions-focused, data-based problem solving and the goal of improving employment outcomes for individual with disabilities.
- Shall be responsive and proactive in communications with DVR.