



CDMS Code of Professional Conduct Frequently Asked Questions

1. What's new in the updated Code of Conduct?

- Removal of language around advisory opinion;
- The addition of a mechanism to self-report Code violations;
- Inclusion of a mechanism for certification holders to self-report Code violations;
- Extension of the period for a complaint or self-reported violation to be filed, from six months to one year; and
- A revision giving the Ethics and Professional Conduct Committee discretion to disclose supporting documentation and related responses to both parties for an accepted complaint as a means to allow proper processing of the complaint.

2. Are all disability management specialists bound by the Code?

Compliance with the rules and standards in the Code is mandatory for every *board-certified* disability management specialist—those who hold the Certified Disability Management Specialist® (CDMS®) credential from the Commission. The Code is accepted across the industry, and disability management specialists can be measured against the Code, but board-certified disability management specialists are required to follow it.

3. What was involved in updating the Code?

To ensure the relevance and consistency of the Code in current practice, the Ethics & Professional Conduct Committee reviewed the Code and recommended the proposed changes which are currently being released for public comment. After the public comment period, the committee will review the comments and recommend a final revised Code to approved by the Commission's Board of Commissioners in 2023.

4. What are the core principles underlying the Code?

- Principle 1: Board-Certified Disability Management Specialists shall endeavor to place the public interest above their own at all times.
- Principle 2: Board-Certified Disability Management Specialists shall respect the integrity, dignity, and protect the welfare of those persons or groups with whom they are working.
- Principle 3: Board-Certified Disability Management Specialists shall always maintain objectivity in their relationships with clients.
- Principle 4: Board-Certified Disability Management Specialists shall act with integrity and dignity in dealing with other professionals.
- Principle 5: Board-Certified Disability Management Specialists shall keep their technical competency at a level that ensures their clients will receive the benefit of the highest quality of service the profession can offer.
- Principle 6: Board-Certified Disability Management Specialists shall honor the integrity of the CDMS credential and respect the limitations placed on its use.



Commission for Case Manager Certification

- Principle 7: Board-Certified Disability Management Specialists shall obey all laws and regulations, avoiding any conduct or activity that could harm others.
- Principle 8: Board-Certified Disability Management Specialists shall help maintain the integrity of the CDMS Code of Professional Conduct.

5. Who can file a complaint?

Complaints that one or more Rules have been violated by a CDMS, can be filed by:

- Board-certified disability management specialists, or
- Members of the general public, or
- Clients, or
- Persons (with power of attorney) acting on behalf of a client, or
- The Chair of the Ethics & Professional Conduct Committee (with reason to believe through reliable evidence that the code had been violated).

6. How is the Code enforced?

The Commission encourages clients who believe they were treated unprofessionally to file a complaint. It also requires board-certified disability management specialists to report colleagues who they believe have violated the Code. The Ethics & Professional Conduct Committee has a process in place to hear and process complaints. The process includes investigation, collection of supporting documentation and peer review.

7. How do I file a complaint?

The Committee will accept only signed and notarized, written Complaints on the Complaint Form which can be found in the Code of Professional Conduct.