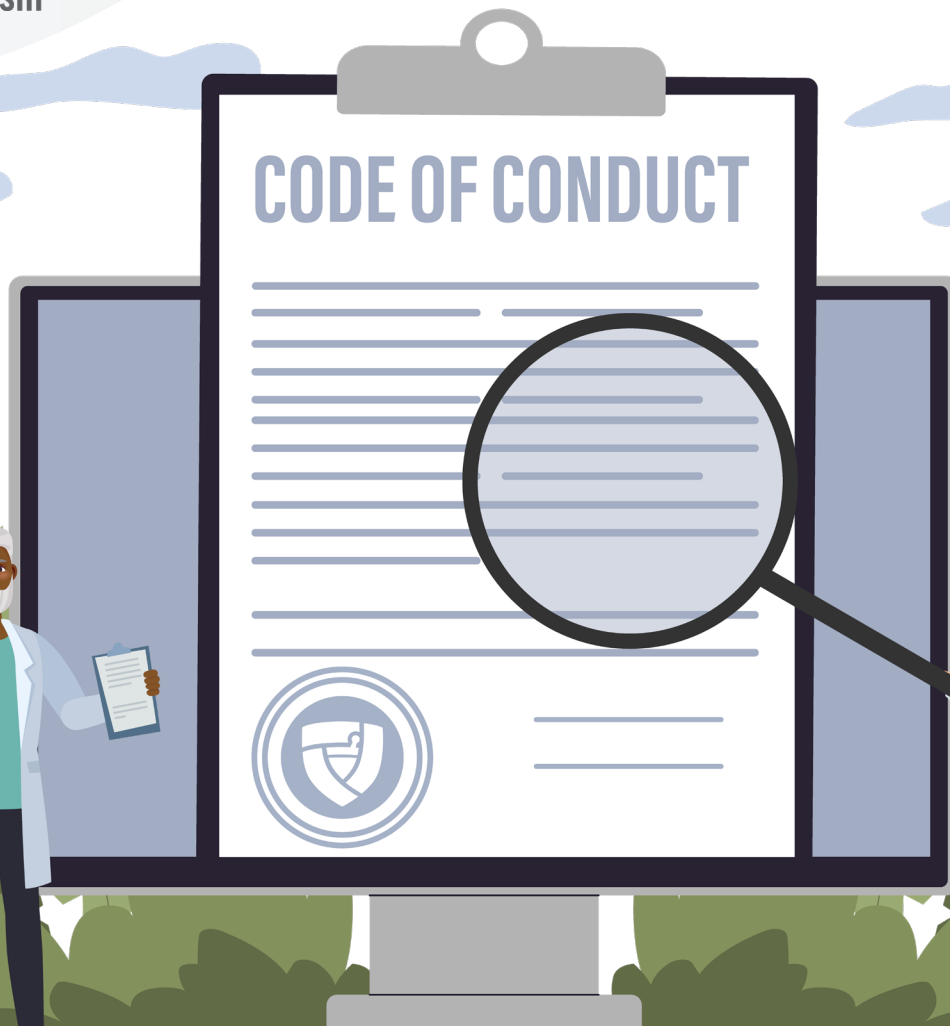


# PSW CODE OF ETHICS AND MEMBER CONDUCT



# INTRODUCTION – OUR VALUES AND VISION

The mission of the Pharmacy Society of Wisconsin (PSW) is to provide a unified voice, resources, and leadership to advance the pharmacy profession and improve the quality of medication use in Wisconsin. PSW connects pharmacy professionals in all settings and serves as a venue for them to connect with other stakeholders and the broader healthcare team.

## **PSW members share the following values:**

- We believe patients are our purpose – if it's right for the patient, it's right for the profession
- We value collaboration and mutual respect – if you want to go fast, go alone; if you want to go far, go together
- We believe in innovation, and we believe we are difference makers
- We value community – we inspire to be inspired, building lasting relationships along the way
- We engage in advocacy for our patients and our profession – we believe every patient needs a pharmacist, and every pharmacist needs an advocate

The *PSW Code of Ethics and Member Conduct* is intended to ensure that all contributors to PSW promote the mission of PSW and maintain a professional and respectful environment. The standards apply to all activities of and interactions between contributors involved in PSW, whether inside or outside the scope of PSW activities. PSW expects all of its members and participants to adhere to the expected behaviors stated below. PSW also expects all its members and participants to avoid the unacceptable behaviors listed below; failure to do so may be seen as a violation of the Code of Ethics and Member Conduct and result in consequences.

Ensuring that your behavior does not have a negative impact is your responsibility.

The goals of the Code are to:

- Define and promote high standards of professional practice, emphasizing our values and shared responsibility to care for others
- Define both expected and unacceptable behavior
- Provide a benchmark for behavioral evaluation
- Ensure transparency in community and group management
- Create a safe, collaborative environment
- Reinforce the PSW organizational identity and culture of care
- Ensure accountability, allowing PSW to address unacceptable behavior, and provide redress where incidents/unaccepted behaviors are observed and reported

PSW strictly prohibits discrimination, intimidation, harassment, and bullying. This commitment calls for a safe, welcoming community where members and participants can do their best work.

# APPLICATION OF THE CODE

The *PSW Code of Ethics and Member Conduct* applies to any member of the PSW community, including but not limited to members, staff, invited experts, vendors, and participants in any PSW activity. These activities include virtual and in-person meetings, functions, conferences, PSW Network, and social media platforms. PSW membership or participation in its virtual and in-person platforms, meetings, conferences, and events constitutes an agreement to adhere to the *PSW Code of Ethics and Member Conduct*.

These policies also cover participant conduct in all professional, social, and educational settings and related environments, even if those settings/environments are not affiliated with PSW. These may include, but are not limited to:

- Any professional workplace, networking event, or activity;
- Conferences, meetings, workshops, tutorials, discussion panels, informal spaces where social activities take place, and other activities whether they are in-person and virtual;
- Written and verbal communications;
- Informal and professional social networking websites and online platforms

Violation of the following PSW policies may potentially violate the *PSW Code of Ethics and Member Conduct*:

- [PSW Articles of Incorporation](#) and [PSW Bylaws](#)
- [PSW Policy on Disclosure of Outside Interests](#)
- [PSW Policy on Sexual Harassment](#)
- [PSW Artificial Intelligence Policy](#)
- [PSW Communications Policy](#)
- [PSW Whistleblower Policy](#)
- [PSW Antitrust Policy](#)

Note that this code complements rather than replaces any other applicable policy, agreement, legal rights, or obligation for any member of the PSW community. The PSW Board of Directors formally reviews and approves a *PSW Code of Ethics and Member Conduct* at least every three years. The Code will be posted on the PSW website and will be included in all conference registration materials.

# EXPECTED BEHAVIORS

All PSW members and participants should adhere to the following behaviors at all times. Non-adherence can be reported and may result in consequences.

Members and participants in all professional, social, and educational settings covered by the *PSW Code of Ethics and Member Conduct* shall:

- Treat all members, staff, invited experts, vendors, and participants with respect, empathy, consideration, and professionalism, valuing a diversity of views and opinions.
- Communicate openly with respect for others, be open to new perspectives, and critique ideas rather than individuals. Be aware of how much time is taken up by dominant members and make space for others. Members shall avoid personal attacks directed toward other PSW members, staff, invited experts, vendors, and participants.
- Think of others' needs from their point of view and work to eliminate your own biases, prejudices, and discriminatory practices.
- Commit to the highest standards of objectivity and transparency concerning credentials, qualifications, and conflicts of interest.
- Acknowledge the contributions of your peers, and do not attempt to injure the reputation of or professional opportunities for others by false, biased, or undocumented claims.
- Adhere to PSW policies.
- Respect the rules and policies of all meeting/event venues and any other applicable meeting or generally applicable codes of conduct.
- Act to uphold PSW interests and reputation.
- Give others fair, inclusive, and equitable consideration, regardless of any category or characteristic, including but not limited to their own or another's race, color, national or ethnic origin, immigration status, religion, age, creed, marital status, parental status, sex, sexual orientation, gender identity or expression, physical appearance, body size, socioeconomic background, educational background, practice setting, disability, military service or veteran status, or any other personal characteristic protected by applicable local, state, or federal employment laws.

# PROHIBITED BEHAVIORS

Behaviors that are prohibited and which may result in consequences when a violation of the *PSW Code of Ethics and Member Conduct* is found include, but are not limited to:

- Harassment in any form, including but not limited to sexual harassment, denigrating jokes, stereotyping, or a recurring pattern of microinvalidations, micro assaults, microaggressions, or microinsults;
- Physical abuse, intimidation, wanton disregard for another's safety, as well as intentional, unwelcome physical behaviors (in-person or remotely), including but not limited to stalking, physical contact, simulated physical contact, and aggressive or intimidating displays or body language;
- Verbal or written abuse, intimidation, use of coded language, or deliberate outing of an aspect of someone's identity (in-person or remotely), including but not limited to: harmful or negative comments related to race, color, national or ethnic origin, immigration status, religion, age, creed, marital status, parental status, sex, sexual orientation, gender identity or expression, physical appearance, body size, socioeconomic background, educational background, practice setting, disability, military service or veteran status, or any other personal characteristic protected by applicable local, state, or federal employment laws;
- Violating previously communicated (verbally or nonverbally) physical, emotional, and sexual boundaries of others through the continuation of otherwise prohibited behaviors or through verbal or written comments founded on any personal aspect of another individual;
- Displaying or distributing of images or recordings involving provocative behavior, bigotry, nudity, sexual activities, or physical force against oneself, another person, or a community, including inappropriate use of nudity or sexual images in public spaces — whether physical or virtual — or in presentations;
- Threatening (implied or actual) physical, emotional, professional, or financial harm, including threatening or stalking any member, PSW staff member, invited expert, vendor, service provider, other meeting guest, or anyone participating in any other PSW community spaces online or in person;
- Photographing, recording, or videotaping of others or the dissemination or distribution of photographs, recordings, and videotaping of others without their consent;
- Accepting inappropriate favors, such as bribery, excessive gifts, sexual favors, or playing favorites, from members, staff, invited experts, vendors, participants, or any other member of the PSW community or broader public;
- Violating any PSW policy listed above as applicable to the PSW community;
- Retaliating during or after the reporting process by any individual involved in a potential violation of the *PSW Code of Ethics and Member Conduct*, including the reporting party/target/victim(s), witness(es), and those reported to have engaged in prohibited behavior(s);
- Inciting, encouraging, or condoning prohibited behavior, as listed in this section, including but not limited to harassment in any form;
- Any violation of local, state, or federal laws, regulations, or ordinances that are reasonably related to participation in PSW activities; and
- Any other behaviors that may reasonably be assumed to have the effect of creating, contributing to, or maintaining an environment that is hostile toward or damaging to a person or group.

# CONSEQUENCES FOR CODE VIOLATION

Consequences for a violation of the code may include, but are not limited to:

- a verbal or written request to cease and desist conduct in violation of the code (a warning);
- removal of messages and solicitations and banning the sources of those solicitations;
- removal from a conference, associated hotel accommodations (when applicable), a meeting, a room, or an event, virtual or in-person, without warning or refund and at cost to the attendee;
- a ban on future attendance at conferences or events;
- limiting rights to participate in PSW activities, committees, or leadership for a specified time, including specified remedial actions;
- limiting rights to eligibility for PSW awards, recognitions, Fellowship recognition, or other honors, including revocation of previously awarded designation or honors (examples: removal from donor wall, removal of fellowship status, removal of name from places or awards named for the violator); or
- suspending members from PSW leadership or membership for a designated time or with conditions for participation, up to and including expulsion from PSW membership. These steps will be conducted in accordance with the PSW Bylaws.

## PROCEDURES FOR REPORTING, REVIEWING, DETERMINING OUTCOMES, AND FOLLOW UP FOR REPORTED VIOLATIONS

These procedures have been developed to ensure the following values embodied in the *PSW Code of Ethics and Member Conduct* (Code) are upheld and reinforced:

- That those who experience harm or who witness potential violations of the Code while participating and collaborating within PSW are encouraged to report what they have experienced and observed so that the reported conduct may be promptly addressed in a confidential manner that limits retaliation;
- That those accused of potential Code violations have the opportunity to respond to the report of prohibited conduct in an evidence-based, procedurally fair process and have their response considered by neutral and unbiased decision-makers;
- That the consequences for engaging in prohibited behavior are proportional to the harm caused and play a preventative role in protecting the safety of community members and promoting the desired organizational culture of care; and
- That the PSW process for addressing reported violations of the Code is transparent, simple to use, promotes reporting, limits the spread of rumors and innuendo, and is procedurally fair to all involved parties.

*These procedures are based upon strong practices adopted by professional associations to implement and enforce organizational codes of conduct. These procedures may be modified at the discretion of the PSW Code of Conduct Compliance Committee as circumstances might require, including but not limited to the need to coordinate with employers, cooperate with law enforcement, or coordinate with other third parties.*

# REPORTING PROCESS

Any PSW member or other individual protected by this Code can report harmful behavior or a potential violation of this code through a reporting link on the PSW website. The PSW Conduct and Integrity Officer and Code of Conduct Compliance Committee members' names will be listed on the PSW website.

Anonymous reports may be filed; no reporting individual, whether a victim or witness, is required to share their name, contact information, or any other identifying information to file a report. While this information may be helpful in investigating or taking action on a report, it is not required.

Aside from reporting to the Code of Conduct Compliance Committee, the reports will be maintained as confidential. The reporting party's identity will be kept confidential if they so wish until and unless disclosure is needed to address a complaint, and they agree to disclose their identity or if a legal process compels disclosure.

There is no absolute deadline or statute of limitations for reporting potential violations to PSW (including violations that occurred before this code was established). Reporting parties are encouraged to come forward at any time so that any harm to them may be addressed, and a safe and inclusive environment for all participants can be maintained.

## PROCEDURE FOR REVIEWING REPORTED VIOLATIONS

PSW will ensure the timely investigation of reported allegations. When responding to and reviewing a report, PSW will prioritize respecting each person's safety and confidentiality while protecting the PSW environment. Reports shall be reviewed:

- promptly after harm is observed or reported;
  - efficiently without excessive burden to the parties or decision-makers; and
  - effectively to deter harm and promote a safe, welcoming community.
1. The PSW Conduct and Integrity Officer receives a report. If a report is provided to a PSW staff or board member, they will direct the individual to document the concern, in writing, using the online form. Anonymous reporting options are available. If the PSW Conduct and Integrity Officer is either involved in the complaint or has a conflict of interest, two PSW Board members will be assigned to the review.
  2. Once a report is received, the PSW Code of Conduct Compliance Committee will conduct a preliminary investigation to determine whether the reported conduct is a potential violation of the Code. In total, three separate individuals not involved with the reported incident should be assigned to review each individual complaint.
  3. Some reported conduct can be handled without additional investigation or a formal investigation process, particularly when the reporting party does not wish to proceed with a formal report or when the nature of the matter lends itself to being handled immediately.



4. If a full investigation is recommended:
  - a. The PSW Code of Conduct Compliance Committee will notify the accused, who will have ten business days to respond.
  - b. At the discretion of the PSW Executive Committee, PSW may place an immediate suspension on the accused's participation in all PSW activities until the investigation is complete.
  - c. The PSW Code of Conduct Compliance Committee will conduct a full investigation, including interviewing parties and witnesses and reviewing relevant documents.
5. When the investigation is concluded, the PSW Code of Conduct Compliance Committee will prepare an investigation report for the PSW Executive Committee.

## **PROCEDURE FOR DETERMINING INVESTIGATION OUTCOMES**

6. The PSW Executive Committee will consider any conflicts of interest and agree to keep the parties' identities (if known) confidential.
7. The PSW Executive Committee will review and discuss the report, deliberate on the consequences, and will issue a determination of consequences for any member or participant found to have violated the Code. It will notify all parties in writing of the outcome.
8. A member or participant found to have violated the code, or an alleged victim may submit a petition for reconsideration of the finding or the associated consequence to the PSW Executive Committee on the following grounds:
  - a. the conduct was wrongly decided to have violated the Code;
  - b. bias or misconduct affected the outcome; or
  - c. the consequences were disproportionate to the seriousness of the violation.
9. A petition of 500 words or less, with justification for the appeal and new evidence or a narrative explaining why previous evidence should be reconsidered, must be submitted to the PSW Executive Committee within ten business days of the notice date. It will be heard at the next regularly scheduled PSW Executive Committee meeting. The reconsideration decision will be final.
10. If the outcome has consequences for further participation in PSW, such as a ban on activities, participation in meetings and events, eligibility for leadership, honors or awards, or a suspension or expulsion from membership, the relevant PSW staff persons will be notified subject to confidentiality, to carry out the consequences. If reasonably appropriate or as otherwise required by local, state, or federal law, the accused's employer, the Pharmacy Examining Board, or law enforcement may also be notified. PSW Bylaws will be followed in all cases.

## **PROCEDURE FOR FOLLOW UP**

11. The Executive Committee will share details, as appropriate, with the Board of Directors, being sure to preserve member confidentiality.
12. The PSW Conduct and Integrity Officer will keep a confidential record of all reports so that a member/participant's conduct may be considered part of a pattern in the future, even if it is not the subject of a formal process or if a prior report is not determined to be a violation warranting consequences.
13. The PSW Conduct and Integrity Officer will follow up with the reporter, if possible, and will debrief with the PSW Code of Conduct Compliance Committee.



# ADDENDUM A

## Code of Conduct Compliance Committee Charter

The Code of Conduct Compliance Committee aims to support the *PSW Code of Ethics and Member Conduct* in ensuring that all contributors to PSW promote the mission of PSW and maintain a professional and respectful environment. The committee is responsible for ensuring PSW adheres to its established code of conduct and ethical standards, monitors member behavior, and addresses any potential violations related to the Code of Conduct. The committee ultimately makes recommendations regarding these investigations to the PSW Executive Committee. The goals of this committee are outlined in the *PSW Code of Ethics and Member Conduct*.

### Membership Composition

The PSW Code of Conduct Compliance Committee is comprised of the PSW staff member who is currently serving as the PSW Conduct and Integrity Officer, a PSW Board member who is not a member of the PSW Executive Committee, and one member of the PSW Executive Committee. In total, three separate individuals not involved with the reported incident should be assigned to review each individual complaint. If the PSW Conduct and Integrity Officer is either involved in the complaint or has a conflict of interest, two Board members will be assigned to the review. This group then reports its recommendations to the full Executive Committee, who will determine the next steps.

### Responsibilities and Duties

- Each year at the Board Retreat, the PSW Board of Directors will select two individuals to serve on the Code of Conduct Compliance Committee. One will serve as a primary representative and the second is the alternate, should the primary representative be involved in the event or have a conflict of interest.
- PSW Conduct and Integrity Officer will collate all reports and call together the Code of Conduct Compliance Committee to investigate a reported event, including gathering statements/information from any accused violators.
- Follow the Procedure for Reviewing Reported Violations as outlined in the *PSW Code of Ethics and Member Conduct*
- Participate in the review and updating of the PSW Code of Ethics and Member Conduct. The Code should be formally reviewed and approved by the PSW Board at least every three years.
- The PSW Code of Conduct Compliance Committee will report the findings of any investigation, along with their recommendations, to the Executive Committee.
- Establish a quarterly reporting process to the PSW Executive Committee, documenting the number and nature of all reports received (including those not investigated), their status, and any actions taken. This report should be prepared by the PSW Conduct and Integrity Officer and reviewed and signed off by at least one other member of the Code of Conduct and Compliance Committee prior to submission.

# ADDENDUM B

## PSW Conduct and Integrity Officer Duties and Responsibilities

The PSW Executive Vice President & CEO will serve as or appoint the PSW Conduct and Integrity Officer.

### Responsibilities and Duties

- Receive reports of potential violations of the *PSW Code of Ethics and Member Conduct* from the PSW community and follow the Procedures for Reviewing Reported Violations.
- Conduct preliminary investigations and create reports to determine whether a formal investigation process is warranted based on the information presented.
- Conduct and contribute to full investigation reports with other members of the PSW Code of Conduct Compliance Committee and, after evaluating the full investigation report, make recommendations to the PSW Executive Committee.
- Evaluate and recommend approval for updates to the Code. These recommendations will be reviewed by the PSW Board of Directors for possible action.
- Provide feedback to the PSW Board of Directors, Executive Committee, and staff on matters relating to PSW climate and culture, collaborating with and giving feedback to other PSW committees addressing related topics.