



## COMMUNITY AND FAMILY RESOURCES/THE RICHMOND CENTER CODE OF CONDUCT/ETHICS

### **Ethics Policy**

All Community and Family Resources/The Richmond Center full -time, part-time, students, volunteers and Board members will perform their duties in a way that demonstrates the highest standards of ethical behavior. It is expected that staff and board members will comply with all federal, state and local regulations set forth by this code of conduct. Ethics violations can lead to disciplinary actions, up to and including termination of employment. All staff are required to have a signed code of conduct/ethics in their personnel file that is reviewed annually.

- **The interests of the client are always respected.** To this end, I will support activities on behalf of those we serve, whether individuals, families, or organizations, committed always to their best interests. Their rights to appropriate care, confidentiality, informed consent, self-determination, and access to records is guaranteed, and I will protect these rights. I will also uphold all applicable professional, legal, and statutory obligations in providing services. I also understand that I have a professional responsibility to advocate for the persons I serve, for their rights, for equal treatment, and for resources to help meet their needs.
- **Cultural traditions and preferences of the client are respected.** To the best of my ability, I will seek and provide culturally appropriate services for the individuals I serve. I will not allow my words or actions to reflect prejudice or discrimination with regard to any race, culture, creed, gender, physical condition, or lifestyle.
- **Client recovery and a higher level of functioning are the goals of professional services.** I am committed to embarking on a recovery journey with each person I serve. To achieve this, I will work from a strengths perspective, attempting to perceive and maximize the recovery assets of each person I serve. I understand the power of self-help and peer support and will encourage participation. I serve to participate in those activities as a means to achieve their goals. I also understand that I have a commitment to help address crisis situations with the people I serve; therefore, I will present and support crisis alternatives and will avoid forced treatment unless there is clear and present danger to the person served or to another person.
- **Maintaining high professional standards with and among my colleagues is an integral part of high-quality services to clients.** To this end, I will:
  - be honest with myself, the persons I serve, and my colleagues, avoiding conflicts of interest and misrepresentation of my services, credentials, or skills;
  - support my colleagues and work collaboratively to serve the best interests of those I serve, individually and generally;
  - be committed to a regular assessment of my services, by both persons I serve and the agency, and work consistently to improve my practice;
  - urge any impaired colleague to seek help for his/her problems and, failing this, will discuss the situation with my supervisor;

- take advantage of continuing education opportunities in my field or profession in order to maintain high standards of professional competence and to provide the highest quality of service possible; and
  - maintain ethical standards as I interact with my coworkers and respond to them as professionals and maintain professional dialogue with them and about them.
- **Uphold the Law:** I understand CFR/TRC Services' commitment to integrity begins with complying with laws, rules and regulations. I am committed to having an understanding of the company policies, laws, rules and regulations that apply to my specific role. If I am unsure whether a contemplated action is permitted by law or by CFR/TRC policy, I will seek the advice from my supervisor. I am responsible for preventing violations of the law and for speaking up if I see possible violations.
  - **Seeking professional help to attain better mental health is appropriate and should be recognized in our society.** I am, therefore, committed to fight stigma wherever I find it and to promote community integration for the persons I serve.
  - **Avoid Conflicts of Interest:** I realize that I must avoid any relationship or activity that might impair, or even appear to impair my ability to make objective and fair decisions when performing my job duties. At times, I may be faced with situations where the business actions I take on behalf of CFR/TRC may conflict with my own personal or family interests because of the course of action that is best for me personally may not also be the best course of action for CFR/TRC. I owe a duty to CFR/TRC to advance its legitimate interests when the opportunity to do so arises. I must never use CFR/TRC personal property or information for personal gain or personally take for myself any opportunity that is discovered through my position with CFR/TRC. I understand that personal Fundraising is strictly prohibited as is the sale of goods for profit while on the job.
  - **Outside Employment:** I understand that it is the policy of the CFR/TRC Board of Directors that professional employees shall not engage in activities which shall constitute a conflict of interest. The Executive Director is to be notified in advance of any potential outside employment and at no time may secondary employment interfere with the employee's ability to provide quality service for the agency. See the CFR/TRC "Rules of Conduct" policy for further information.
  - **Witnessing of Documents:** CFR/TRC staff may be asked to witness documents for those we serve such as powers of attorney, guardianship and advance directive documents or documents such as these. CFR/TRC staff are not to act as a witness on such documents. Because of CFR's gambling contract, staff are allowed to act as witnesses on casino bans. Should I have questions about witnessing a document, I will ask my supervisor.
  - **Gifts from Outside Parties:** CFR/TRC is committed to competing solely on the merit of our services. Employees of this organization are prohibited from accepting or giving gifts of money, goods, service, or gratuities to or from any person who received benefits or services from the organization. Employees are also prohibited from accepting gifts of money, goods, services or gratuities from vendors or any person who may be doing direct contracting for any of the activities or functions of the organization, or who is otherwise in a position to benefit from such gifts to personnel of this organization. Donations to the agency may be accepted, provided these are submitted to the Executive Director or the Executive Director's designee.
  - **Use of Social Media:** Unless specifically instructed/authorized and written permission given, I understand that employees are not authorized to speak on behalf of CFR/TRC. The designated spokesperson for the agency is the Executive Director and/or his/her designee(s). Only authorized employees can prepare and modify content for CFR/TRC's website located at [www.CFRhelps.org](http://www.CFRhelps.org) with

the approval of the Executive Director. Content must be relevant, add value, and meet the specified goals or purposes of CFR/TRC. I will not participate in personal online activity that may negatively impact my employer. I am aware that CFR/TRC staff may not “friend”, follow, message, or have any other type of social media engagement with a client I have direct contact with as part of the therapeutic relationship.

- **Interests of the general public are always respected.** I realize that I have an overriding duty to report physical, emotional, and verbal abuse to the appropriate person in authority. I also have a duty to warn anyone I believe to be in danger or physical harm.

## **Marketing and Reporting Results Accurately**

- **Accurate Public Disclosures:** CFR/TRC will make certain that all disclosure made in financial reports and public documents are full, fair, accurate, timely and understandable. CFR/TRC will only provide valid and reliable outcome data. CFR/TRC will exhibit sensitivity to the education and reading levels of all persons when distributing information. CFR/TRC will not use financial reward or gifts to persuade any potential consumer to enter programs or services. Employees shall inform the Executive Director if they learn that information in any filing or public communication was untrue or misleading at the time it was made or if subsequent information would affect a similar future filing or public communication.
- **Record Keeping:** CFR/TRC creates, retains and disposes of company records as part of our normal course of business in compliance with all policies and procedures, as well as regulatory and legal requirements. All Corporate records must be true, accurate and complete, and company data must be promptly and accurately entered in our books in accordance with CFR/TRC and other applicable accounting principles.
- **Advocacy Efforts for Our Consumers:** CFR/TRC encourages our staff and board members to be advocates for our clients. CFR/TRC works diligently to reduce the stigma of addictions, gambling and mental illnesses through partnerships in the community where the reduction of stigma is the goal. CFR/TRC works while using “people first” language, by publishing press releases, social media posts and newsletters to educate the public in order to reduce stigma.
- **Corporate Citizenship:** CFR/TRC recognizes it is our responsibility to be good corporate citizens by helping to enrich our surrounding communities of residence and work. We encourage our employees and board members to become involved in their communities, lending voluntary support to programs that positively impact our communities.
- **Corporate Fundraising:** CFR/TRC recognizes that there may be times when fundraising is required in order to meet the essential functions of our programming. All decisions regarding when to conduct a corporate fundraising effort will be made by the Marketing Manager with consultation from the Executive Director. It is my understanding that there may be times that I am asked to participate in fundraising activities and I will do so to the best of my abilities.

When it is unclear to me if there is a conflict of interest or ethical issue with a person that I serve or a vendor that I work with, I will seek immediate consultation on the matter with my immediate supervisor.

I agree to review and practice by my own professional code of ethics. If there is no specific code existing for my line of work, please follow this policy and the CFR/TRC “Disciplinary Actions and Termination of Employees” policy.