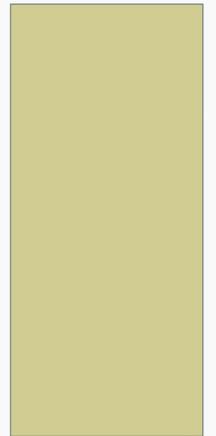


CODE OF CONDUCT

TRAINING MODULE



LEARNING OBJECTIVES

By the end of this module, the learner will:

- Be familiar with code of conduct expectations.
- Recognize the vulnerability of persons who enter systems of care to maltreatment or abuse.
- State the methods used by the agency to support appropriate employee conduct
 - Rights of persons served
 - Code of conduct/Ethics
 - Corporate compliance program
 - Confidentiality requirements
 - Supervision
 - Professional standards of ethics

LEARNING OBJECTIVES

- Give examples of common areas that appropriate conduct is compromised in health care systems.
- State the importance of appropriate personal conduct outside the workplace.
- State the importance of appropriate personal conduct with regard to co-workers.

BUSINESS CODE OF CONDUCT

A SUMMARY

AS A REPRESENTATIVE OF THIS AGENCY, YOU PLEDGE YOURSELF TO:

- Maintain and deliver services in an environment with the **highest ethical, legal, and professional standards and personal conduct**.
- Support the agency **mission and values**.
- **Improve public understanding** of community mental health and substance abuse services.
- Strive for **personal growth** in the field of behavioral health.
- **Comply with all laws and regulations** pertaining to community mental health and other behavioral health services, accounting, report writing, and third party billing.

Continued...

AS A REPRESENTATIVE OF THIS AGENCY, YOU PLEDGE YOURSELF TO:

Continued:

- **Maintain the confidentiality** of privileged information.
- **Instill in those served and the community a sense of confidence** about the conduct and intentions of the agency.
- Maintain loyalty to the agency and **pursue its objectives in ways that are consistent with the public interest.**
- **Refrain from using ones position** to secure special privilege, gain, or benefits for self.

Continued...

AS A REPRESENTATIVE OF THIS AGENCY, YOU PLEDGE YOURSELF TO:

Continued:

- Treat individuals served in a manner that **preserves their dignity, respect, autonomy, self-esteem, and civil rights.**
- **Report any suspected ethics, rights, and/or compliance issues** appropriately.

BUSINESS CODE OF CONDUCT : PERSONAL AND CORPORATE

- The agency has the right to expect certain standards of personal conduct.
- Dress codes are common in most organizations, as are rules regarding sexual harassment.
- The agency monitors its corporate conduct in the areas of business practices and marketing through its code of conduct.

BUSINESS CODE OF CONDUCT SUMMARY

- The manner in which persons conduct themselves while working in the human service field is directly related to the effectiveness and efficiency of the organization in assisting those who they serve.
- **It is your responsibility to know the standards of behavior:**
 - As Outlined by the agency
 - And those Required by professional licensing and certification boards
- **It is your responsibility to conduct yourself in a manner that demonstrates healthy and appropriate behavior**
 - This also serves to increase the positive outcomes of the persons you serve.

PROFESSIONAL CODE OF CONDUCT

A SUMMARY

MODELING FOR OUR CLIENTS

- The conduct of employees within human service settings can be one of the most influencing factors in terms of the results of services for those who enter programs.
- Studies show **modeling**, or persons observing another person who is in a position of authority, can be one of the single most effective methods of behavior change

VULNERABILITY

- Persons entering systems of care are in a position of personal vulnerability
 - Due to their condition that led them to seek assistance
 - Vulnerable to potential maltreatment or abuse
- The agency places high priority on ensuring appropriate personal conduct of their employees.

EXPECTATIONS REGARDING PERSONAL CONDUCT

METHODS TO SUPPORT APPROPRIATE EMPLOYEE
CONDUCT

METHODS TO CREATE OPTIMAL EMPLOYEE CONDUCT

- Many methods used within the agency to create optimal employee conduct are required by accreditation standards.
- Methods:
 - Rights of the Persons Served
 - Code of Conduct/Ethics
 - Corporate Compliance Program
 - Confidentiality Requirements
 - Supervision
 - Professional Standards of Ethics

RIGHTS OF THE PERSONS SERVED

Statements of the rights of persons served don't usually mention specific personal conduct expectations of employees, HOWEVER...

- The rights of persons served statements demonstrate a commitment to a system of care that **protects the dignity and respect of persons served.**
- In order to guarantee these rights are honored, these **administrative systems** are required:
 - **Code of Conduct/Ethics**
 - **Corporate Compliance Program**
 - **Confidentiality Requirements**
 - **Supervision**
 - **Professional Standards of Ethics**

CODE OF CONDUCT/ETHICS

- All employees should be aware of business and professional codes of conduct
 - Clear, understandable, comprehensive, and explicit “rules” of conduct are available in the Policy and Procedure Manual
- The agency is responsible for maintaining them and communicating them to employees.
- It is the employee’s responsibility to know the codes of conduct and abide by them.

CORPORATE COMPLIANCE PROGRAM

- This program monitors personal behavior and corrects problems should they occur.
- The program is based on adherence to the agency's code of conduct/ethics.
- It is an administrative system to
 - Monitor personal and corporate behavior
 - Investigate problems that are discovered, and
 - To initiate corrections within the system as a result of any problems.
- All employees should have an active role in corporate compliance to enhance appropriate conduct within the organization.

CONFIDENTIALITY REQUIREMENTS

- Many confidentiality requirements are administrative actions and do not involve personal conduct
 - For example, signing a form to release information
- However, there are confidentiality requirements that govern personal behavior:
 - Discussing protected information with your spouse (breach of confidentiality)
 - Speaking about an individual's treatment in a public area (breach of confidentiality)

SUPERVISION

- Systems of supervision are the most common method of ensuring appropriate personal conduct
- Use the supervisory system to discuss ethical situations
- Keep in mind that the agency provides a team to meet the needs of persons served and make decisions regarding the most appropriate treatment planning

PROFESSIONAL STANDARDS OF ETHICS

- Professional employees are required to abide by a code of conduct or ethics developed by a licensing or certification board.
 - The professional code of ethics is in addition to the organization's standards
 - These standards relate specifically to the therapeutic relationship between the service provider and the consumer of the services
- The agency's code of ethics governs all the organization's employees
 - It exists in addition to any required ethics code for professional providers.

PROBLEMATIC AREAS IN HUMAN
SERVICE PERSONAL CONDUCT

“IT’S THE RELATIONSHIP THAT HEALS”

- This quote, from the “father” of group psychotherapy, Irvin Yalom, speaks to the heart of the therapeutic relationship within human service settings.
- The nature of the relationship between the providers of services and those in need is the single most important factor in the outcome of the services provided.

FROM THERAPEUTIC TO PERSONAL RELATIONSHIP

- Boundaries between a therapeutic relationship and a personal relationship can become enmeshed and lead to problems.
- Common examples of crossing over from professional to personal relationship:
 - Self-disclosure on the employee's part of their personal life and/or personal problems
 - Flirtatious behavior with a participant in services
 - Exchange of gifts and personal items
 - Special interest in one program participant over others because of an intellectual, emotional, or physical attraction.

CONDUCT OUTSIDE THE WORKPLACE

- Appropriate personal conduct outside the workplace can also be important to the overall effectiveness of human service organization.
- The organization can expect employees to conduct themselves appropriately in public places.
 - For example, an employee can be expected by an organization to not display public drunkenness or violate driving under the influence laws in order to maintain employment with the organization.
- An employee will not recruit consumers from an organization into their outside private practice.

INTERPERSONAL CONDUCT WITH CO-WORKERS

- Personal conduct with regard to co-workers is many times compromised in human service organizations.
- A common problem that can occur leading to poor performance:
 - Intimate relationships between co-workers that affects the employee's ability to focus on job duties
- Harassment whether by direct contact or through electronic means will not be tolerated
- Respectful conduct is expected in face-to-face, as well as electronic communications