

CATALYST LIFE SERVICES

SUBJECT: CODE OF ETHICS
SECTION: PHILOSOPHY & MISSION
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PURPOSE:

To establish and communicate Code of Ethics.

POLICY:

It is the policy of the agency to establish and communicate a Code of Ethics that governs professional work-related behavior for all staff, students, and volunteers. This policy is posted at all sites in clear view for all staff, consumers, and stakeholders. In addition, it is reviewed with each staff during their evaluation annually and is a part of a new staff member's orientation process. Peer Recovery Support employees are to follow the "Code of Ethics/Conduct for Peer Recovery Support." Allegations of violations of the ethical codes will be dealt with in accordance with the agency's disciplinary policy.

I. The Ethical Client Relationship

In a situation where an ethical dilemma exists always consult your supervisor.

In order to support the Mission Statement there is the expectation that the Professional will:

- a. prioritize the needs of the clients before the needs of the organization or personal needs;
- b. develop insight into your own strengths and weaknesses in order to balance the priorities of your responsibilities and to ensure your ability to serve our clients;
- c. uphold the client's rights (see client's rights policy), protect the privacy of people by maintaining the confidentiality of the information they share;
- d. have an attitude of collaboration;
- e. behave within the strictest ethical standards of the various professions of staff, including, but not limited to, representing yourself as competent only within the boundaries of your education, training, license, certification, consultation received, supervised experience, or other professional experience;
- f. avoid any action that may give even the perception of a conflict of interest in which a staff member would benefit personally from your relationship with a client, particularly with regard to sexual and financial matters. In a situation where a dual relationship between a staff and a client is unavoidable, you shall consult with his/her supervisor and make every effort to protect the client's welfare;
- g. not accept or give gifts, money, or gratuities for personal benefit;
- h. provide a standard of care, regardless of the individual's ability to pay, that assures that clients will receive benefit and will be free from harm;
- i. encourage an environment of wellness for all clients;
- j. continue to pursue individual excellence in your respective area of responsibility (this implies taking personal responsibility for your continued learning process);
- k. continue professionalism by respecting personal property of clients, visitors, personnel and property owned by the organization; and
- l. sign as a witness to documents only if he/she witnessed the document being signed.

II. The Ethical Colleagues/Community Relationships

In order to support the Mission Statement there is the expectation that the Professional will:

- a. represent the agency in a positive manner;
- b. encourage a language and behavior of respect in all interactions, understand that you represent the agency every time you make a phone call, meet with clients, meet with other agencies, and meet with peers;
- c. have an attitude of collaboration;
- d. go directly to a colleague if there is an issue and involve your supervisor when further resolution is needed;
- e. follow through when you have identified that you will do something. If you cannot, reassess how to deal with the need;
- f. return phone calls and respond to emails in a timely manner;
- g. attend meetings on time;
- h. work with colleagues and the community to provide continuity of care for our clients;
- i. promote the team approach within the community as well as within the agency;
- j. develop insight into your own strengths and weaknesses in order to balance the priorities of your responsibilities and to ensure your ability to work with your colleagues; and
- k. continue to pursue individual excellence in your respective area of responsibility (this implies taking personal responsibility for your continued learning process).
- l. take responsibility for what you post or express online and be sure that social media activities do not reflect negatively on the agency or interfere with your position at the agency.

III. The Ethical Supervisory Relationship

In order to support the Mission Statement there is the expectation that the Professional Supervisor will:

- a. represent the agency to their staff in a positive, respectful, and ethical manner;
- b. represent the agency by upholding current Policies and Procedures, reviewing, and advocating for change of obsolete Policies and Procedures;
- c. follow through when you have identified that you will do something. If you cannot, reassess how to deal with the need;
- d. provide staff with regular supervision that is based on the staff person's needs;
- e. model the ability to go directly to someone if there is an issue. Require this of staff, act responsibly if mediation is needed, and follow through with consultation with Human Resources when required;
- f. schedule and attend meetings on time;
- g. listen to staff and include their feedback in development and general functioning of the area supervised;
- h. clearly represent the area supervised as both the leader and advocate;
- i. avoid any action that may give even the perception of a conflict of interest in which a supervisor would benefit personally from their relationship with a supervisee, particularly with regard to sexual and financial matters;
- j. work with staff to develop each individual's strengths, goals, and job skills;
- k. continue to pursue individual excellence in your respective area of responsibility (this implies taking personal responsibility for your continued learning process); and
- l. encourage an environment of wellness for all staff; and
- m. prohibit personal fundraising or collections for any purpose on the premises of the agency without the specific approval of staff's supervisor, other than for gifts for staff who are ill or celebrating a special event. The agency holds no responsibility for these activities.

IV. The Ethical Agency

In order to support the Mission Statement there is the expectation that the Professional Agency will:

- a. prohibit waste, fraud, abuse, and other wrongdoing. The agency will investigate any reported suspected incidents and questionable activities and practices;
- b. prioritize resources to serve those in the greatest need based on their symptoms;
- c. provide care for the client in the least restrictive, most appropriate environment;
- d. maintain an open respectful relationship that allows for direct input;
- e. have an attitude of collaboration;
- f. adhere to all regulations/agreements established by our regulatory/accrediting bodies and contractual relationships;
- g. exhibit a commitment to agency excellence in all service areas;
- h. maintain marketing activities that are consistent with our agency mission and vision;
- i. acknowledge the individual's need to take pride in their work and to assure it is recognized by others;
- i. encourage an environment of wellness for all; and
- j. recognize that each of us is openly accountable to ourselves, our team members, the agency, and our stakeholders.

RESPONSIBILITY:
Management Team