

Chapter Title	Chapter #		Subject #
Human Resources	HR		511.1
Subject Title	Adopted	Last Revised	Reviewed
CODE OF ETHICS	04/25/05	2/10/14 10/14/14	09/05/06 5/19/10 2/10/14 10/14/14

PROCEDURE

Application

This procedure shall apply to all employees, volunteers and student interns of Ionia County Community Mental Health Authority (ICCMHA).

1.0 Compliance

- 1.1 Maintain a high standard of personal and professional conduct in capacity or identity as an employee or representative of ICCMHA.
- 1.2 Act in compliance with and abide by the code of ethics and the compliance plan during the entire term of employment or internship.
- 1.3 Report first-hand knowledge of unethical activity to appropriate leadership members.

2.0 Responsibility to Organization

- 2.1 Work to achieve the organization's mission, vision, and values.
- 2.2 Support the integrity and reputation of the organization, and represent the organization in a positive manner.
 - 2.2.1 Respond responsibly to criticism from those outside the organization.
 - 2.2.2 Work to accomplish the organization's goals and outcomes.
 - 2.2.2.1 Accessibility: Immediacy of Service
 - 2.2.2.2 Effectiveness: Services provide for positive consumer outcomes.
 - 2.2.2.3 Efficiency: Services are cost-effective and competitive.
 - 2.2.2.4 Satisfaction: Services meet needs and expectations.
 - 2.2.2.5 Quality: Services promote wellness.

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2.3 Respect organizational policies, procedures, and decisions, and take initiative toward their improvement when it will better serve the interests of consumers.

2.4 Report/document all supports and services correctly to ensure that consumers and payers are billed appropriately and fairly.

2.5 Appropriately sign, date, and witness those documents requiring a witness when asked.

3.0 Responsibility to Consumers and Quality Service Delivery

3.1 Primary responsibility is to the consumer.

3.2 Foster every effort to maximize consumer self-determination, including person-centered planning.

3.3 Assist person requesting organizational help in obtaining other supports and services if ICCMHA is unable to serve them.

3.4 Not accept gifts, services, gratuities, money, or anything else of monetary value that is offered as a consequence of ICCMHA employment, but is not part of Board approved employment compensation or benefits.

3.5 Not take advantage of any opportunities for personal gain that is discovered in the course of employment at ICCMHA or through the use of agency property, information, or position.

3.6 Personal Fund Raising is generally allowed among employees as long as it is not coercive and does not conflict with the values of the organization.

4.0 Business and Marketing Practices

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- 4.1 Maintain accurate and complete records, data, and information owned, used, and managed by ICCMHA.
- 4.2 Maintain accurate books, records, and accounts so as to accurately and fairly reflect agency standing and activities.
- 4.3 Cooperate fully and appropriately with internal and external audits, investigations, and reviews.
- 4.4
- 4.5 Abide by fair hiring and staff managed practices, in accordance with agency policies, procedures, and state and federal labor laws.

5.0 Confidentiality

- 5.1 Maintain the highest level of confidentiality by not disclosing any information identifying consumers to others, including co-workers, unless the consumer consents in writing, or the disclosure is required by a court order, or the disclosure is made to emergency personnel in an emergency, or the suspicion of adult or child abuse or neglect, or consumer threatens to harm self or others.

6.0 Discrimination

- 6.1 Avoid discrimination against, or refuse supports and services to, anyone on the basis of race, color, gender, age, disability, religion, sexual orientation, weight, political considerations, or financial status.

7.0 Competency

- 7.1 Employees shall accurately represent their education, training, experience, and competencies as they relate to profession or scope of practice.

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7.2 Diagnose, treat, or advise on problems within the boundaries and scope of any recognized competency.

7.3 Take responsibility for enhancing professional knowledge, skills, and abilities, and actively improve competency through documented staff development plan

8.0 Conflict of Interest

8.1 Comply with agency policies and procedures regarding conflict of interest.

8.2 Avoid and abstain from activities or decisions that constitute a conflict of interest.

8.3 Avoid using professional relationship with consumer to further your own interests.

7.4 Avoid relationships with consumers that could impair professional judgment or exploit their trust and vulnerability.

9.0 Colleagues

9.1 Treat all colleagues and community partners with respect, fairness, courtesy and good faith.

9.1.1 Participate in peer-review activities in a responsible, equitable manner.

9.2 Avoid engagement in any form of harassment or discrimination, including sexual harassment.

Robert S. Lathers, Chief Executive Director	Date		

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Signed 4/15/15