

The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Human Resources	HR		511.1
Subject Title			Reviewed
CODE OF ETHICS	Adopted 04/25/05	Last Revised 09/01/17	09/05/06 5/19/10 2/10/14 10/14/14 04/10/17 6/13/17 6/30/17 09/01/17

PROCEDURE

Application

This procedure shall apply to all employees, volunteers and student interns of The Right Door for Hope, Recovery and Wellness.

1.0 Compliance

- 1.1 Maintain a high standard of personal and professional conduct in capacity or identity as an employee or representative of The Right Door for Hope, Recovery and Wellness.
- 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

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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.

- 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 The Right Door for Hope, Recovery and Wellness is unable to serve them.
- 3.4 Not accept gifts, services, gratuities, money, or anything else of monetary value that is offered because of The Right Door for Hope, Recovery and Wellness employment, but is not part of Board approved employment compensation or benefits.

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- 3.5 Not take advantage of any opportunities for personal gain that is discovered during employment at The Right Door for Hope, Recovery and Wellness or through the use of agency property, information, or position.
- 3.6 Personal Fund Raising is generally allowed among employees if it is not coercive and does not conflict with the values of the organization.

4.0 Business and Marketing Practices

- 4.1 Maintain accurate and complete records, data, and information owned, used, and managed by The Right Door for Hope, Recovery and Wellness.
- 4.2 Maintain accurate books, records, and accounts 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 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.

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5.2 Employees will access consumer Protected Health Information (PHI) only when access to that information is a necessary part of their job function. Accessing consumer PHI for purposes other than to perform functions of your position may result in disciplinary action.

- Employees will be assigned roles in the Electronic Health Record appropriate to their job function.

5.3 Employees who are or ever were consumers of agency services will not access their PHI. All requests to view PHI shall follow the disclosure procedures for accessing ones record as outlined in agency procedure.

5.4 If you are aware or become aware of an acquaintance or family member that is served by our agency, you should notify the Compliance Officer. We may then prohibit your access to that file.

6.0 Discrimination

6.1 Avoid discrimination against, or refuse supports and services to, anyone based on race, color, gender, age, disability, religion, sexual orientation, height 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.

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

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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.

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

8.5 Employees who are certified as Notary Publics may witness documents such as Power of Attorney, guardianship, advance directives and/or agency contracts for clients, personnel, and other stakeholders in accordance with applicable state laws. The person who witnesses a document should be neutral and have no financial or other interest involved.

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.

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10.0 Peer Support Specialists

In addition to the above, agency peer supports will abide by the Michigan Peer Support Specialist Code of Ethics.

- 10.1 Certified Peer Specialists will maintain high standards of personal conduct in a manner that fosters recovery.
- 10.2 Certified Peer Specialists will practice and promote Person Centered Planning and Self-Determination with those they serve.
- 10.3 Certified Peer Specialists will advocate for the full integration and/or re-integration of individuals into the communities of their choice and will promote the value of these individuals in those communities.
- 10.4 Certified Peer Specialists will be directed by the knowledge that all individuals have the right to live in a safe and the least restrictive environment.
- 10.5 Certified Peer Specialists will actively pursue recovery in their own lives as well as role model recovery for others.
- 10.6 Certified Peer Specialists will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with their colleagues and those they serve.
- 10.7 Certified Peer Specialists will, when appropriate, openly share their recovery stories and be able to identify and describe the supports that promote their recovery.
- 10.8 Certified Peer Specialists will respect the privacy and confidentiality of those they serve.

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10.9 Certified Peer Specialists will, at all times, respect the rights and dignity of those they serve.

10.10 Certified Peer Specialists will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, gender, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state.

10.11 Certified Peer Specialists will never intimidate, threaten, harass, use undue influence, physical force or verbal abuse, or make unwarranted promises of benefits to the individuals they serve.

10.12 Certified Peer Specialists will never engage in sexual/intimate activities with the consumers they serve.

10.13 Certified Peer Specialists will not exchange gifts of significant value with those they serve.

10.14 Certified Peer Specialists will not abuse substances under any circumstances.

References:

- Michigan Certified Peer Support Specialist Code of Ethics 2014
- CARF ASPIRE to Excellence STANDARDS

Robert S. Lathers, Chief Executive Director	Date		

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