

The Henry & Rilla White Youth Foundation, Inc. <small>a non-profit corporation/drug-free workplace</small>	SUBJECT		CODE OF ETHICS	
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	DATE ISSUED	MARCH 2003	DATE REVIEWED	OCTOBER 2009
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POLICY

The Henry & Rilla White Youth Foundation, Inc./Correction Services of FL, LLC requires the staff, Board Members, Contractors and Consultants to know and follow the Code of Ethics for the Foundation and their respective professions.

PURPOSE

To ensure Foundation/CSF staff, Board Members, Contractors and Consultants conduct themselves in accordance with the Code of Ethics.

REFERENCE

HIPAA, Department of Children & Families, Department of Juvenile Justice, Department of Education, Florida Administrative Codes and Statues, Foundation Employee Handbook, Foundation-wide Policy & Procedure #605 (Confidentiality), Foundation-wide Policy & Procedure #704 (Substance Abuse Services – Confidentiality) and CARF Behavioral Health Standards.

SCOPE

Compliance with this Code of Ethics is **mandatory** for all Foundation/CSF employees, Board Members, Contractors and Consultants.

PROCEDURE

Every employee, Board Member, Contractor and/or Consultant of/for the Foundation/CSF will serve as a role model for the clients and families of whom we serve, and are expected to adhere to the following Code of Ethics:

Commitment to Clients

- Promote the well-being of the clients
- Respect and promote the rights of clients
- Assist clients in their efforts to identify and clarify their goals
- Provide services within the standards of this Code of Ethics and in an atmosphere of holistic caring
- Use clear and understandable language to inform clients of the purpose of the services
- Provide clients with an opportunity to ask questions
- Ensure client's comprehension including providing a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible
- Create and maintain an organizational environment that gives top priority to protecting the clients from harm
- Provide information about the nature and extent of services and the extent of client's right to refuse service
- Inform clients of the limitations and risks associated with services
- Obtain client's informed consent before permitting observation of services by a third party
- Provide services within the boundaries of relevant professional experience
- Recognize and understand the strengths that exist in all cultures
- Provide services that are sensitive to client's culture and to differences among people and cultural groups

- Understand the nature of social diversity with respect to race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability
- Avoid conflicts of interest that interfere with professional discretion and impartial judgment
- Will not take unfair advantage of any professional relationship or exploit others to further personal, religious, political or business interests
- Serve clients and families in accordance with the Foundation/CSF's policies and procedures
- Respect client's right to privacy
- Maintain a safe, secure and accessible environment
- Provide opportunities for clients to learn and develop their inherent talents
- Disclose confidential information when appropriate with valid consent
- Protect confidentiality of all information obtained in the course of service
- Inform clients about the disclosure of confidential information and the potential consequences
- Discuss with clients and other interested parties the nature of confidentiality and limitations of client's right to confidentiality
- Seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others
- Inform clients of the Foundation/CSF's policy concerning disclosure of confidential information
- Not disclose confidential information unless clients have authorized disclosure
- Not discuss confidential information in any setting unless privacy can be ensured
- Protect the confidentiality of clients during legal proceedings to the extent permitted by law
- Protect the confidentiality of clients when responding to requests from the media
- Protect the confidentiality of client's written and electronic records and other sensitive information
- Take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, fax machines, telephones, answering machines, and other electronic or computer technology
- Transfer and dispose of client records in a manner that protects the client's confidentiality and is consistent with state & federal statutes governing records
- Provide clients with reasonable access to records ensuring the confidentiality of other individuals identified or discussed in the records
- Not engage in sexual activities, sexual harassment or sexual contact with current clients, whether such contact is consensual or forced
- Not engage in sexual activities, sexual harassment or sexual contact with clients' relatives or other individuals with whom clients maintain a close personal relationship when there is potential harm to the client
- Not engage in sexual activities, sexual harassment or sexual contact with former clients
- Not engage in physical contact with clients when there is a possibility of psychological harm to the client
- Not use derogatory language in the written or verbal communication to or about clients
- Ensure those representing the Foundation/CSF do not accept or give bribes, kickbacks or other benefits for goods and/or services
- Conduct fair and unbiased competitive practices
- Will take reasonable steps to safeguard the interests and rights of the clients
- Make every effort to include the client and family in all case planning decision-making
- Terminate services when services and relationship are no longer required or no longer serve the client's needs or interests
- Promptly notify clients of termination or interruption of services
- Provide access or referral to legal entities

- Provide access to self help/advocacy support groups
- Adhere to research guidelines and ethics
- Investigate and resolve alleged infringement of rights

Commitment to Program and Staff

- Treat co-workers with respect in an effort to create a work-oriented, free from harassment environment
- Avoid unwarranted negative criticism of co-workers in communications with clients or other professionals
- Work cooperatively with co-workers, giving due regard to recognized areas of competence
- Respect confidential information shared by co-workers in the course of the professional relationship
- Participate and contribute to decisions that affect the program and the well-being of clients
- Resolve disagreements through appropriate channels
- Clients will not be engaged in any appropriate discussions of conflicts between co-workers
- Seek advice and counsel from co-workers
- Respect the statements and actions of all co-workers by using approved channels of communication to express personal judgement
- Promote the personal and professional development of staff and volunteers to improve and broaden their cultural and humanitarian sensitivities and competencies
- Refer clients to other professionals when needed to serve the client fully
- Supervisors shall not engage in sexual activities with their staff
- Report through appropriate channels any impairment, unethical behavior, or incompetence of a co-worker due to personal problems, psychological stress, substance abuse or mental health difficulties that interfere with client service
- Investigate within 24 hours, any reports of impairment, incompetence, unethical behavior and/or violations of Foundation-wide Policies and Procedures in a fair and consistent manner
- Persons reporting impairment, incompetence, unethical behavior and/or violations of Foundation-wide Policies and Procedures will not be subjected to any form of reprisal
- Discourage, prevent, expose and correct unethical conduct of co-workers
- Be familiar with established policies and procedures for handling concerns about co-workers unethical behavior
- Defend and assist co-workers who have been unjustly charged with unethical conduct

Commitment to Foundation/CSF

- Provide supervision or consultation appropriately and within the area of knowledge and competence
- Set clear, appropriate and culturally sensitive boundaries
- Evaluate performance in a fair and respectful manner
- Ensure documentation in records is accurate and reflects the services provided
- Ensure records include sufficient and timely documentation to facilitate the delivery of services and to ensure continuity of services provided to clients in the future
- Store records following the termination of services to ensure reasonable future access
- Maintain records for the number of years required by relevant contracts and/or state & federal statutes
- Establish and maintain billing practices that accurately reflect the nature and extent of services provided and that identify who provided the service
- Advocate within and outside the Foundation/CSF for adequate resources to meet client needs
- Improve Foundation-wide Policies and Procedures and the efficiency and effectiveness of the services
- Prevent and eliminate discrimination

- Conserve funds where appropriate and never misappropriate funds or use them for unintended purposes
- Continuously review and improve upon the delivery of services, sharing collective wisdom and experience with other providers and authoritative organizations

Professional Commitment

- Accept responsibility or employment only on the basis of competence or the intention to acquire necessary competence
- Strive to become and remain proficient in professional functions
- Will not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion or mental or physical disability
- Personal conduct will not interfere with the ability to fulfill professional responsibilities
- Will not participate in, condone, or be associated with dishonesty, fraud or deception
- Will not allow personal problems, psychological distress, legal problems, substance abuse or mental health difficulties to interfere with professional judgement and performance or to jeopardize the best interests of the clients served
- Make clear distinctions between statements made and actions engaged in as a private individual and as a representative of the Foundation/CSF
- Accurately represent the official and authorized positions of the Foundation/CSF
- Ensure accurate representation to clients, agencies and the public of professional qualifications
- Take responsibility and credit only for work actually performed
- Acknowledge the work and the contribution made by others
- Maintain and promote high standards
- Uphold and advance the values, ethics, mission and vision of the Foundation/CSF
- Share knowledge related to practice, research and ethics with co-workers
- Prevent unauthorized and unqualified services
- Utilize professional skills to provide client-centered, family-focused quality services

Responsibilities to the Community

- Promote the general welfare of society, the development of people, communities and their environments
- Expand choice and opportunity for all people with special regard for vulnerable, disadvantaged, oppressed and exploited people and groups
- Promote conditions that encourage respect for cultural and social diversity
- Prevent and eliminate discrimination against any person, groups or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, mental or physical disability
- Educate personnel and other stakeholders on ethical code of conduct
- Undertake and support actions which will enhance health care and human services
- Ensure that all financial policies are based on sound public and non-discriminatory economic principles and adhere to this Code of Ethics

Administrative Code

- Failure to report violations of this Code of Conduct also constitutes a violation of the Code
- Failure to comply may result in disciplinary action
- Penalties can be severe. They can include dismissal by the Foundation/CSF and/or fines by a governing Authority and/or imprisonment

Monitoring Conformance

Each staff shall be alert to any action or omission in connection with the staff's work which might constitute a violation of this Code of Conduct, shall attempt to prevent Code violations and shall take prompt corrective action necessary to remedy and prevent any recurring violation of this Code. Where personal corrective action is not possible or practical, the staff should immediately bring the matter to the attention of his or her Program Director/supervisor, the Corporate Compliance Officer or the President/CEO. Any staff having information or knowledge of any actual or contemplated action or omissions which appears to violate this Code shall promptly report such information or knowledge to his or her Program Director/supervisor or to the Corporate Compliance Officer, or President/CEO. Staff may also utilize the ASSIST Program (FW policy 235) and send information directly to the President/CEO.

Upon receiving such information, the Program Director/supervisor, Corporate Compliance Officer and/or President/CEO shall

- Promptly take all action necessary to prevent or remedy any Code violation;
- Immediately record all staff reports and any corrective action taken with respect to such reports; and
- Promptly bring any Code violation and any corrective action taken to the attention of the Corporate Compliance Officer, VP of Administrative Services and the Chief Operating Officer for investigation and for the determination of appropriate disciplinary action.

Investigations

When reports of alleged or potential violations of the Code are received, the President/CEO, Corporate Compliance Officer and other authorized personnel (e.g., the VP of Administrative Services, the Chief Operating Officer) shall conduct such investigations and take such action as they shall deem necessary and appropriate to determine whether a violation has occurred, prevent or remedy violations and to recommend appropriate corrective and disciplinary action to the offending staff's supervisor and/or Program Director, as applicable, in order to prevent recurring violations.

Reports to the President/CEO and/or Corporate Compliance Officer

The President/CEO and/or Corporate Compliance Officer shall periodically report any violations of this Code and the corrective actions taken to the Foundation/CSF's Board of Directors.

Failure to Report Code Violations

Any failure by an associate to report a Code violation in accordance with this Code section shall itself constitute a Code violation.

Disciplinary Action

Failure of any Foundation/CSF employee to comply with this Code may result in disciplinary action which, depending on the circumstances of the matter, may include reprimand, probation, suspension, demotion, salary reduction, or dismissal. Disciplinary action will also apply to supervisors, Program Directors and senior management staff who, with respect to those staff reporting to them:

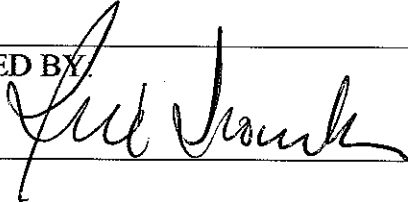
- Know that conduct which is prohibited by this Code is contemplated by such staff and do nothing to prevent it; or
- Know that conduct which is prohibited by this Code has been engaged in by such staff and fail to take appropriate corrective action.

Violations of this Code are not the only basis for disciplinary action with respect to employees. The Foundation/CSF has additional policies, procedures, and practices governing employee conduct. Questions about these additional policies, procedures and practices should be addressed to an employee's Program

Director/supervisor or the VP of Administrative Services. In addition to the Foundation/CSF's disciplinary actions, some Code violations may be serious enough to result in civil fines and/or imprisonment.

Inquiries Regarding Code

Any questions regarding compliance with the section of this Code of Conduct should be directed to the President/CEO or Corporate Compliance Officer.

APPROVED BY: 	DATE APPROVED: 10/29/09
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