Children’s Friend and Service

Policy and Procedures

Policy Title: Code of Conduct and Ethical Practice for All Programs and Services

Program or Department: Administration

Author’s Name and Title: Louis Scrima, Administrator, Human Resources

Title of Staff Member(s) Responsible for Implementation: All Administrators, Directors, Managers, Supervisors, Coordinators, Head Teachers

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Policy:
Our clients deserve high quality and effective services. In addition, our clients’ rights and their ability to exercise self-determination must be respected. Accordingly, all employees are required to follow this Code of Conduct and Ethical Practice in addition to the complying with all applicable federal, state, and local laws and regulations. Any staff member who is licensed must also adhere to their profession’s code of ethical practice.

Procedures:
1. All persons covered by this policy must comply with the Agency policy on informed consent (Client Rights/Notice of Privacy Practices, Agency Policy, All Programs, No. 13) and persons served by the Agency shall have the opportunity to participate in service and treatment decisions.
2. All clients and persons served by the Agency shall have the right to refuse to participate in services at any point in treatment and shall have the right to decline to participate in clinical studies, trials, and/or research.

3. All persons covered by this policy must comply with the Agency policy on confidentiality, *Client Confidentiality/Release of Information* (Agency Policy, All Programs, No. 22).

4. All persons regardless of race, creed, national origin, gender, culture, religion, disability, sexual orientation, and ethnicity shall be treated with respect and dignity. No person covered by this policy will stereotype any individual based on that individual’s immutable characteristics.

5. No person covered by this policy shall allow or permit any child under his/her supervision to be left alone or unsupervised. Any person who violates this paragraph shall be terminated or have his/her contract ended.

6. All persons covered by the policy shall use positive methods of behavior guidance and interact with clients in a way that promotes both their physical and psychological development.

7. Corporal punishment, emotional or physical abuse, humiliation, isolation, the use of food as a punishment/reward, the denial of the basic needs of children, and/or any other behavior which degrades or humiliates clients are forbidden. Any person who violates this paragraph shall be terminated or have his/her contract ended.

8. All persons covered by this policy shall make decision regarding the type and/or amount of services to be provided based solely on needs of the client.

9. All persons covered by this policy shall not seek or accept gifts, gratuities, favors, or any form of *personal* enrichment from Agency clients, contractors, vendors, or any person or entity. The sole exception to this prohibition is that persons covered by this policy may accept items of negligible cash value (e.g., homemade food, greeting cards). As a policy cannot anticipate every contingency there is established a conflict-of-interest committee whose charge it shall be to issue binding opinions to all person covered by this policy on whether a proposed action is in violation of this paragraph. The members of this committee shall consist of the Administrator, Human Resources, Administrator, Finance, and the Senior Vice President, Programs and Operations/Head Start Director.

10. All persons covered by this policy shall maintain professional and clinically appropriate boundaries with Agency clients at all times and further shall avoid developing personal relationships with Agency clients.
11. All persons covered by this policy must follow the Agency’s policy *Client Rights/Notice of Privacy Practices*, (Agency Policy, All Programs, No. 4).

12. All persons covered by this policy must comply with the Agency’s dress code contained in the Agency’s *Personnel Policy* (Agency Policy, Personnel, Article IV, *Expectations for Employee’s Behavior*).

13. All persons covered by this policy shall cooperate with fellow workers and meet the high standards of work performance expected of them.

14. All persons covered by this policy shall act with honesty and integrity in all their dealing with each other, the Agency’s clients, donors, and the public. This includes, but is not limited to: avoiding any conflicts of interest (real, perceived, or potential) in the course of their work; misusing, destroying/damaging, or taking property that is intended for the use of the clients; being honest in all dealings and interactions; falsifying, misrepresenting, or destroying any report or documents used by the Agency; respecting others and maintaining professional behavior; and, being accountable for one’s actions and decisions.

15. All persons covered by this policy shall know and follow all the Agency’s Policies and Procedures.