

# Murtis Taylor Human Services System

## Ethical Code of Conduct

### **Business**

All business transactions, including purchasing and contracting, are conducted in line with standard fair business and in accordance with state, federal and agency policy. Business contracts, purchases, or purchasing opportunities are developed and decided by fiscal and administrative procedures, not personal relationships, loyalty, or kickback practices. We do not participate in relationships that would create a conflict of interest with our responsibilities as employees of MTHSS.

#### Supervisors and Managers:

- All supervisors and/or managers will be fair, consistent and respectful in carrying out their supervisory responsibilities.
- Supervisors and/or managers will take responsibility for their actions and demonstrate positive collaboration and teamwork in carrying out their responsibilities.
- Supervisors and/or managers will provide a role model for agency staff with regard to professional behaviors.
- Supervisors and/or managers understand the “responsible officer doctrine,” meaning that managers are often held responsible legally for the actions of his/her staff. Supervisors may be accountable for failure to detect or report offenses pertaining to the Corporate Compliance Program. Additionally, supervisors and/or managers that turn a “blind eye” to situations that represent a violation of law will be subject to disciplinary action, up to and including termination.

#### Board of Directors:

- Board members will do their best to see that Murtis Taylor Human Services System is operated in a manner that upholds the agency’s integrity and merits the trust and support of the public.
- Board members will strive to uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Murtis Taylor Human Services System’s ability to accomplish its mission.

- Board members will be responsible stewards of the agency's resources.
- Board members will take no actions that could benefit them personally at the unwarranted expense of Murtis Taylor Human Services System, avoiding even the perception of a conflict of interest.

### Safeguarding and Conserving System Resources:

- All employees/contractors and Board members (hereafter noted as employees) are required to retain and dispose of business documents and records in accordance with Record Retention Laws and the Record Retention and Destruction Policy.
- All employees are expected to make every effort to responsibly utilize agency materials and resources, minimizing waste.
- All employees are expected to honestly report and account for their work time, travel expenses and mileage.

### Accuracy in Filing Claims:

- All financial practices of Murtis Taylor Human Services System shall be handled in accordance with the applicable federal, state, and local laws.
- All financial matters will be conducted within the standards of commonly accepted, sound financial management practices.

## **Marketing and Fundraising**

- Marketing and fundraising activities and efforts will always respect the dignity and privacy of those served.
- Marketing and fundraising activities will never knowingly mislead/misinform the public or misrepresent Murtis Taylor Human Services System.
- Marketing and fundraising activities will uphold the integrity of Murtis Taylor Human Services System so as to merit the continued support and trust of the public.

## **Contractual Relationships**

MTHSS will not enter into any contractual or causal relationship that would promote a conflict with our mission.

# Service Delivery

## Conflicts of Interest

- Potential conflicts of interest shall be identified and addressed directly by all MTHSS Board and staff on a voluntary basis. If a conflict is identified pertaining to any Board or staff person, it shall be addressed immediately.
- All employees/contractors and Board members must avoid personal and professional circumstances that may cause a conflict of interest and hinder their ability to make judgments in the best interest of clients and/or the agency.

## Exchange of Gifts, Money, and Gratuities

- Employees/contractors and Board members will not exploit relationships for personal or professional gain by engaging in the following behaviors:
  - ◇ Receiving gifts or favors from clients, their family members or guardians, vendors or referral sources (unless the items are of negligible value).
  - ◇ Giving gifts to clients, their family members or guardians that could unduly influence their professional or clinical relationship. Any gifts (unless the items are of negligible value) to clients or family members from employees, contractors, or Board members should be made through Murtis Taylor Human Services System as a donation.
  - ◇ Soliciting personal business transactions with known clients, their family members or guardians, as customers for any goods or services the employee may offer for sale on a private basis.
  - ◇ Encouraging the transfer or referring Murtis Taylor Human Services System clients to a private practice or business in which the employee has a financial interest.

## Personal Fundraising

Personal fundraising is allowed if it benefits MTHSS or another organization. Personal fundraising on behalf of an individual is only allowed with prior written approval of the President/CEO. Staff is encouraged to contribute by check, not cash. Consumers may never be solicited for fundraising of any kind.

## Personal Property

MTHSS makes every effort to provide staff with materials and equipment to enable them to do their jobs efficiently and effectively. Personal property of any kind or value brought to MTHSS will be allowed, but only at the employee's own risk.

## Setting Boundaries

- Employees are expected to deliver the highest quality care to clients while protecting and upholding client rights.
- Employees are expected to provide services to clients only in the context of a professional relationship based on valid, informed consent. Clear and understandable language should be used to inform clients of the purpose of services, risks related to services, limits to services because of the requirements of a third-party payer, relevant costs, reasonable alternatives, and the client's right to refuse or withdraw consent. Clients should be provided with an opportunity to ask questions.
- Employees have a moral, professional and legal obligation to protect the confidentiality of client information, both oral and written. Employees should never discuss client information outside the normal course of business.
- Access to client records is limited to employees who are providing services to those clients or otherwise have the authority or specific permission to access those records.
- Employees will provide clients with available information regarding their services, and will use reasonable care to see that clients are informed of their rights and choices regarding services.
- Employees will involve clients, and when appropriate, family members, in the development, review, and revision of treatment plans. Employees respect and promote the right of clients to self-determination and assist clients in their efforts to identify and clarify goals.
- Employees will provide respectful services with recognition of the client's spiritual and cultural values and belief systems.
- Employees shall accurately document service activities according to federal, state and local regulations. Falsification of documentation is prohibited and grounds for termination.

## Witnessing of Documents

On some occasions, staff may be asked to witness documents such as powers of attorney, guardianship, advance directives, etc. At no time may the witness of any document be the recipient of said document. Best practice indicates having an unbiased third party as witness.

## **Professional Responsibilities**

- All employees/contractors and members of the Board of Directors (hereafter noted as 'employees') are expected to understand and comply with all laws, regulations, and policies and procedures that impact his/her duties at Murtis Taylor Human Services System.
- Employees should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.
- Employees should not participate in, condone, or be associated with dishonesty, fraud, or deception.
- Employees should treat clients and coworkers with respect.
- Employees will not practice or condone any form of discrimination or harassment against any person on the basis of race, ethnicity, national origin, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability.
- Employees should avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to a colleague's level of competence or to individual attributes, such as race, ethnicity, national origin, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability.
- Employees should not sexually harass supervisees, interns, clients or other employees. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- Employees must be committed to providing a safe and healthy work environment for other employees and clients. Employees are expected to comply with health and safety policies and procedures applicable to their job, as well as the facility policies.
- Employees will abstain from unauthorized use or misappropriation of the property of clients, the family members or guardians of clients, or the Agency.

## **Human Resources**

- Murtis Taylor Human Services System seeks to remove any barriers that may impede the benefits and conditions of employment. The Center is committed to providing an environment of equal opportunity, free from discrimination, for existing and prospective staff.
- Murtis Taylor Human Services System is committed to maintaining an environment that is free from harassment. Harassment in such forms as sexism, racism, ageism, or bullying is inconsistent with the Equal Opportunity Policy and denies respect for the rights of staff. It is harmful to organizational effectiveness and may also be unlawful.
- Staff shall be treated fairly and consistently, in accordance with Personnel policies and procedures, as well as adherence to the Union Contract.

## **Prohibition of Waste, Fraud, Abuse**

All MTHSS employees are expected to make every effort to responsibly utilize agency materials and resources, minimizing waste.

MTHSS is dedicated to protecting employees from fraudulent or intentionally inaccurate reporting. Deliberately making false or misleading reports or accusations against other employees is a serious offense and may lead to disciplinary action up to and including termination of employment.

Employees should avoid unwarranted negative criticism of colleagues or clients in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to a client or colleague's level of competence or to individual attributes, such as race, ethnicity, national origin, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability.

Murtis Taylor Human Services System has a "no reprisal" system for personnel to use in reporting waste, fraud, abuse and other questionable activities and practices in the form of its Board of Directors' approved Corporate Compliance Program.