



Code of Ethics

The following is a code of conduct that every OPSFC employee should strive to follow. Many of the items in the Code of Conduct are also addressed in more detail in our Policy Manual. Failure to follow the ethical standards set below may be grounds for disciplinary action. Our intention is to protect the rights of our clients, to protect the efficacy of the services we provide, and to create a safe and thriving work environment for our staff.

I. Business Operations

OPS Family Care (OPSFC) is committed to operating and engaging with employees, funding sources, and community stakeholders with the highest regards for integrity. The following are ethical standards we have established related to our Business Operations:

- a. OPSFC will always ensure that services provided to clients and for community stakeholders are not misrepresented and offered within the scope of all Federal, State and Local regulations.
- b. OPSFC respects the dignity and worth of each Client. All Clients who meet admission criteria have the right to receive services regardless of color, race, creed, national origin, religion, sexual preference, age or disability.
- c. OPSFC is committed to honest Business Practices. The agency or its staff will never attempt to use deceit, coercion, or any other tactic to convince potential clients to leave their current Behavioral health Service Provider.
- d. OPSFC will ensure all Billing for reimbursement via Managed Care Organizations is completed based on actual services provided for the length of time that service is provided to the best of our ability.
- e. OPSFC will not encourage clients to receive services that are not Medically Necessary according to Managed Care guidelines.
- f. OPSFC will only provide services within the capacity of the agency's training and resources.
- g. OPSFC believes in the Self Determination of each client served. A client's right to choose service types and providers is paramount.

- h. OPSFC will make every effort to listen to the needs of customers and make all reasonable efforts to monitor and improve their satisfaction on an ongoing basis.
- i. OPSFC will strive to be truthful in all situations and at all times.
- j. OPSFC will consider environmental stewardship in our decision-making.
- k. OPSFC will adapt and create our services and programs to strive to meet the unique needs of persons served.

II. Marketing Practices

- a. OPSFC will never require public promotion by a client in order to receive services from the agency
- b. OPSFC staff is prohibited from making public statements on behalf of the agency unless delegated and directed to do so by the agency Executive Director.
- c. OPSFC will never misrepresent the extent of or the cost for services to the general public.
- d. All OPSFC marketing materials, events and public promotion will attempt to reflect the diverse population of the region the agency serves.
- e. OPSFC will never post pictures, statements, or any representations of persons served without written permission.

III. Contractual Relationships

- a. No staff person or employee of OPSFC will engage in a Contractual Relationship with any entity or organization that would create a conflict of interest with OPSFC services, mission, or values.
- b. No OPSFC staff or leadership will engage contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, OPSFC.

IV. Technology and Social Media

- a. OPSFC employees shall not engage in communications of a personal nature via text, email, or social media with clients of the agency.
- b. OPSFC employees shall not post any pictures, statements, or messages, that might compromise the confidentiality or services of persons served.
- c. OPSFC employees who use technology in the provision of services should ensure that they have the necessary knowledge and skills to provide such services in a competent manner. This includes an understanding of the special communication challenges when using technology and the ability to implement strategies to address these challenges. Staff persons who utilize technology in providing services should comply with the laws governing technology and professional practice in the jurisdiction in which they are regulated and located as applicable, in the jurisdiction in which the client is located.
- d. OPSFC staff who are texting and/or sending email via unsecured means should utilize only staff initials. Clinical case information should never be sent via the above methods.

- e. OPSFC employees should avoid accepting requests from or engaging in personal relationships with clients on social networking sites or other electronic media to prevent boundary confusion, inappropriate dual relationships, or harm to clients.

V. Conflict of Interest

- a. Employees of OPSFC should not take unfair advantage of any professional relationship or exploit clients to further their personal, religious, political, or business interests.
- b. OPSFC will avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
- c. OPSFC employees should inform clients when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.
- d. OPSFC staff should not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services through the agency.

VI. Service Delivery

- a. OPSFC staff will ensure they do not sign or develop documents for service provision that do not reflect their own work or the actual services provided for persons served.
- b. OPSFC employees will ensure professional behavior and attire is maintained during service delivery.
- c. OPSFC staff will not accept or give gifts or money to persons served during service delivery. If the staff believes that not accepting gifts will bring harm to the client because of cultural reasons, the staff person should let the client know that the gift will be given to the agency as a donation (ie. Plant, soap, food, plaques, etc.). The gift should be utilized or displayed at the agency after leadership approval.
- d. Gratuities are never accepted by OPSFC staff as a part of service provision.
- e. OPSFC staff is prohibited from personal fundraising or solicitation of funds from clients of the agency. This includes the selling of any form of raffle tickets, food items, etc.
- f. OPSFC staff should not engage in dual or multiple relationships with clients or former clients, in which there is a risk of exploitation or potential harm to the client. In instances when dual or multiple relationships are unavoidable, staff should take steps to protect clients and are *responsible for setting clear, appropriate, and culturally sensitive boundaries*. (Dual or multiple relationships occur when staff relate to clients in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.)
- g. OPSFC staff is prohibited from witnessing legal documents for persons served.

- h. OPSFC staff is discouraged from fraternizing or dating other staff. Sexual contact is prohibited between staff with a power differential at the agency.
- i. OPSFC staff is prohibited from any actions that can be interpreted as Sexual Harassment against clients, colleagues, supervisees, or trainees. Sexual harassment includes sexual advances; sexual solicitation; requests for sexual favors; and other verbal, written, electronic, or physical contact of a sexual nature.
- j. Any form of sexual contact with clients of the agency is prohibited. This includes any physical contact as well as contact via text, email, internet, etc.
- k. OPSFC staff should not engage in physical contact with clients when there is a possibility of psychological harm to the client as a result of the contact (such as cradling or caressing clients). Staff persons who engage in appropriate physical contact with clients are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern such physical contact.

VII. Professional Responsibilities

- a. OPSFC employees should maintain the confidentiality of current and former clients identifying and case information.
- b. All OPSFC are mandatory reporters of suspected abuse of children, elderly or disabled persons.
- c. Direct Service staff has a responsibility to ensure they are utilizing supervision and all resources available to them to provide the most competent services to persons served.
- d. All OPSFC staff has a responsibility to protect the safety and well-being of clients served and their property.
- e. OPSFC staff has a responsibility provide services without deception, fraud, or dishonesty.
- f. OPSFC staff is prohibited against using derogatory language in written, verbal, or electronic communications about or to clients. Accurate and respectful language should be used in communicating to and about clients.
- g. OPSFC staff will make every effort to advocate for the best interest of clients.
- h. All OPSFC staff has a professional responsibility to report any situations or circumstances that might cause physical or psychological harm to clients of the agency. This includes any suspected harm that is caused by OPSFC employees.
- i. OPSFC staff has an obligation to abide by the Standard of Conduct outlined in the OPSFC Policy Manual.

VIII. Human Resources

OPSFC is committed to ensuring that all Human Resources documentation aligns with standards of conducts guided by The Society on Human Resource Management. The following are core principles that guide the collection and operation of Human Resources at OPSFC:

- a. Acquire and disseminate information through ethical and responsible means.

- b. Ensure only appropriate information is used in decisions affecting the employment relationship.
- c. Investigate the accuracy and source of information before allowing it to be used in employment related decisions.
- d. Maintain current and accurate HR information.
- e. Safeguard restricted or confidential information.
- f. Take appropriate steps to ensure the accuracy and completeness of all communicated information about HR policies and practices.
- g. Take appropriate steps to ensure the accuracy and completeness of all communicated information used in HR-related training.
- h. Ensure that potential candidates for employment have been verified as eligible for hire through the List of Excluded Individuals and Entities (LEIE).
- i. Promote the fair and equitable treatment of candidates for employment and all personnel of the agency.

IX. Fraud, Waste, and Abuse

OPSFC staff is strictly prohibited in any activities are action that would equate to Fraud, Waste, and/or Abuse of Federal Funds. All agency staff are required to follow all State and Federal laws and regulations that govern Fraud, Waste, and Abuse.