

## Code of Ethics: Staff

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### A. Responsibility to Clients

#### 1. Client Rights

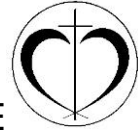
- a) All staff will respect the dignity and worth of all persons served at all times.
- b) Clients will be informed of their rights and responsibilities as clients of Catholic Community Service.
- c) All clients have the right to confidentiality and to privacy.

#### 2. Personal Relationships with Current or Past Clients

- a) Staff will not engage in sexual harassment or sexual exploitation of clients.
- b) Sexual harassment/sexual exploitation is defined as follows:  
Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, made either explicitly or implicitly.
- c) Staff will avoid developing significant personal relationships, especially intimate or sexual, with current clients. A current client is defined as one who is currently receiving services or who has received services in the past 90 days. If a personal relationship already exists at the time service is initiated, the service provider will notify his or her supervisor and attempt to have another staff person provide the service. If there is no other reasonably available service provider, the service provider and supervisor will develop an approach to minimize any potential conflict of interest.
- d) Staff will avoid developing significant personal relationships, especially intimate or sexual, with past clients if the service previously provided involved the disclosure of any personal, confidential, or financial information.
- e) Any staff member who is subject to ethical rules, guidelines, laws or regulations regarding clients or past clients through the staff's certification or profession will follow those rules, guidelines, laws or regulations at all times.

#### 3. Terms of Client Relationship

- a) Staff will follow the criteria and conditions set by agency policy in accepting clients for service at Catholic Community Service.
- b) Staff will engage clients or their agent (e.g., parents, foster parents legal guardian) from a person-centered philosophy, meaning they will involve clients or their agent in all aspects of care toward realizing their goals.



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- c) Staff will represent themselves, their qualifications and their skills truthfully in all relationships.

### 4. Informed Consent

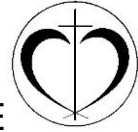
- a) Clients or their agent will be appropriately informed about the purpose of the service and the role of the staff in providing that service.
- b) Care will be taken that clients or their agent understand the purpose of the service and have opportunity to ask questions.
- c) Potential clients or their agent will be given all information necessary to make an informed decision, including benefits, risks of harm of the proposed service, and the risk of harm of not engaging in service at all, as well as mandated reporting requirements.
- d) Clients or their agent will be given information about appropriate alternative services that are consistent with the mission and values of Catholic Community Service.
- e) Staff will obtain the informed consent of clients or their agent before photographing, audio-taping, or video-taping clients. Consent also will be obtained for the use of client cases/material for training purposes, including the observation of services by another.

### 5. Confidentiality

- a) Staff will respect the privacy of all persons served and will, in accordance with all regulatory requirements, maintain the confidentiality of all information obtained except for compelling professional reasons, for instance because of state or federal reporting requirements.
- b) For Protected Health Information (individually identifiable information) governed by HIPAA Privacy Rules, disclosure without specific client authorization is permitted for the purposes of treatment, payment, and health care operations. Disclosures must be kept to the minimum necessary protected health information to meet the needs of treatment, payment, or operations. HIPAA Rules allow certain other disclosures without client authorization which should be discussed with the agency's HIPAA officer. All other disclosures of Protected Health Information require authorization of the client or his/her agent.
- c) Catholic Community Service will develop, or have in place, procedures to assure that all staff persons are aware and trained about requirements and limits of confidentiality.

### 6. Release of Information

- a) Staff will provide persons served reasonable access to their records, at reasonable times and circumstances; staff will limit access to records,



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based on legal standards and/or professional judgment, as applicable to the individual circumstance.

- b) Staff will release information to third parties only when indicated and agreed upon by the person(s) served, or their legal guardian(s), and written consent has been obtained.
- c) Staff will adhere to agency policies and procedures and to applicable state and federal regulations regarding release of client information.

### 7. Quality Service/Competence

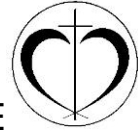
- a) Staff will provide services within the scope of their license, certification, training, and expertise.
- b) Staff will provide services that are new to them only after adequate training and appropriate supervision/consultation.
- c) Services provided will be consistent with the applicable standard of care for the needed care.
- d) Catholic Community Service will continually evaluate the quality of service delivery to clients in an effort to improve the services delivered and to maximize client outcomes.

### 8. Duty to Warn/Duty to Protect

- a) All staff will be aware of their legal and ethical duty to warn and protect both clients and the community.
- b) The standard of confidentiality to keep client's privacy does not extend to situations where a client expresses the intent or plan to harm/kill him/herself or someone else in the community. In such a situation, staff is mandated to extend all necessary effort to protect the client and/or the potential victim.
- c) Staff will report communicable diseases that are reportable to the Alaska Division of Public Health, which is responsible for the duty to warn relative to communicable disease investigations.
- d) Catholic Community Service policies governing the circumstances and procedures for reporting threats against self or others will be available to all staff.
- e) Catholic Community Service will provide staff training regarding the circumstances and procedures for reporting threats against self or others.

### 9. Duty to Report

- a) Staff will be aware of legal statutes that require reporting of alleged or suspected incidents of abuse and/or neglect of protected groups.



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- b) Staff will report communicable diseases to the appropriate public health authority as defined in Alaska Statutes AS 18.05.010-370 and 7AAC 27.005.
- c) Catholic Community Service policies governing the circumstances and procedures for reporting suspected incidents of abuse and/or neglect of protected groups will be available to all staff.
- d) Catholic Community Service will provide staff training regarding the circumstances and procedures for reporting suspected incidents of abuse and/or neglect of protected groups.

### 10. Best Interest of Client

- a) Staff will demonstrate a genuine concern for the best interests of all persons served.
- b) Professional staff will focus their intervention efforts on assisting and empowering clients to help themselves in so far as possible.

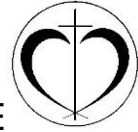
### 11. Non-Discrimination

- a) Catholic Community Service will not engage in discriminatory behaviors against individuals served or refuse services to individuals on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran in accordance with applicable federal and state laws.
- b) Catholic Community Service will not engage in harassing behaviors against individuals served on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran in accordance with applicable federal and state laws.

### 12. Cultural Sensitivity

- a) Professional staff will have knowledge of the cultures of the persons served and demonstrate competence in providing services that are sensitive to the respective cultures and differences among people and cultural groups served.
- b) Catholic Community Service will provide training in cultural competence and seek consultation in cultural competence and sensitivity as needed.
- c) Catholic Community Service will have in place policies and procedures that specify sanctions and/or corrective actions to be taken in the event of staff behaviors with clients or with one another that violate standards of cultural and racial sensitivity.

### 13. Conflicts of Interest



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- a) For the purposes of this Code of Ethics, “conflict of interest” means a definitive interest or financial investment in one or more activities, policies or financial propositions that could reasonably affect, or could reasonably appear to affect, the exercise of fair and independent judgment.
- b) All agency personnel (Board members, administrators, professional staff, direct service volunteers and other agency staff persons) will be alert to and avoid conflicts of interest that jeopardize the care of persons served and that interfere with the staff’s delivery of services.
- c) Catholic Community Service will specify its organizational policy and procedures for disclosing and offsetting potential conflicts of interest.

### 14. Standard for Service

Staff will demonstrate a standard of care that is reasonable, prudent and appropriate to the presenting and assessed needs of the person(s) served.

### 15. Fees

- a) Catholic Community Service will set fees that are fair, reasonable and commensurate with the services performed.
- b) Fees will be regularly reviewed and adjusted as appropriate by the responsible agency administrators.
- c) Persons served will be made aware of fees, and consideration will be given to their ability to pay.

### 16. Non-Involvement of Clients in Colleague Conflicts

Staff will not discuss with clients anything regarding conflicts between themselves and colleagues.

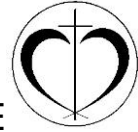
### 17. Referrals

- a) Staff will refer clients to other providers when the needs of the client can best be served through an alternative source/alternative provider.
- b) Staff will provide for appropriate and comprehensive transition for any and all referred clients.

### 18. Termination of Service

- a) Professional staff will terminate services when these services are no longer required or cannot be appropriately provided.
- b) Professional staff will assure that steps are taken for an orderly transition for persons served to aftercare and/or alternative services when indicated.

## B. Staff & Organizational Relationships



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### 1. Organization's Responsibility to Staff--Nondiscrimination

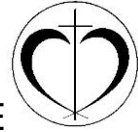
Agency administration will take steps to prevent and eliminate unjust discrimination within the organization in all aspects of governance, such as in its policies and procedures related to employment, program services, work assignments, promotions and trainings opportunities.

### 2. Organization's Responsibility to Staff--Supervision

- a) All Catholic Community Service supervisors will be dedicated to the mission of Catholic Community Service and will have the necessary technical and ethical competencies to fulfill the supervisory functions effectively.
- b) All Catholic Community Service supervisors will keep abreast of new developments in both service providing and supervisory practice.
- c) Confidentiality, within the context of the supervisor/supervisee relationship, will be respected and its limits clearly articulated.
- d) All Catholic Community Service supervisors are legally responsible for the services provided by their supervisees. The supervisee carries direct responsibility for service, and the supervisor carries indirect responsibility, consistent with the legal doctrine of "vicarious liability."
- e) All Catholic Community Service supervisors will conduct supervisee evaluation processes on the basis of fair, objective criteria, shared in reciprocal dialogue with their supervisees.
- f) The annual performance evaluation will include, but not be limited to, the following areas:
  - Adherence to the mission, values and ethics of Catholic Community Service;
  - Review of position objectives established in previous evaluation and performance feedback;
  - Setting of performance objectives for the coming year; and
  - Identification of training needs/professional development needs and opportunities.
- g) No Catholic Community Service supervisors will use the supervisory relationship for personal gain. Catholic Community Service will implement a process for staff to bring concerns regarding conflicts of interest or boundary violations to other levels of management within Catholic Community Service to address such issues.

### 3. Responsibility of the Supervisor to the Organization/Administration

All Catholic Community Service supervisors will share with the Executive Director/Senior Staff Team information that could place agency staff, clients or other persons at risk or that could seriously impede the mission



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of Catholic Community Service. If a supervisor has any question whether a circumstance presents a risk that must be disclosed in keeping with this policy, the supervisor will bring it to the Executive Director/Senior Staff Team.

### 4. Mutual Responsibility of Organization and Staff

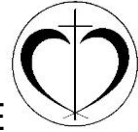
Employment with Catholic Community Service involves the development of a mutual relationship between the organization and the individual staff member that is guided by the values of respect, openness and transparency.

### 5. Staff Responsibility to Organization

- a) Staff will support the mission, values and ethics of the organization and agree to incorporate them into their work on behalf of clients.
- b) Staff will participate in staff training and development opportunities provided by Catholic Community Service regarding the mission, values and ethics of the organization.
- c) Staff will uphold Catholic Community Service's mission, values and ethics in their delivery of services to clients and in all program-related activities.
- d) Staff will seek to enhance the quality of service through their participation in continuing education and professional development opportunities, using appropriate lines of communication within and outside of Catholic Community Service; following through on commitments made to agency, coworkers, clients and community; and being good stewards of Catholic Community Service's resources.
- e) Staff will refrain from any participation in or association with any dishonesty or fraud within Catholic Community Service.
- f) Staff will make clear distinctions between their own personal public statements, beliefs or actions, and those of Catholic Community Service when there is a discrepancy.

### 6. Colleague Relationships

- a) Staff will respect the rights and views of their colleagues and treat them with respect, fairness and courtesy.
- b) Staff will collaborate with colleagues and use alternate or complementary services as needed to best serve the client.
- c) Staff will extend to colleagues of other community agencies the same respect and cooperation that is extended to colleagues in their own organization.
- d) Staff will respect confidences shared by colleagues in the course of their professional relationships.



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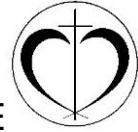
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- e) Staff will not involve a client in a dispute with a colleague or engage the client in any discussion of a conflict with a colleague.
- f) A staff person who refers a client to a colleague will take appropriate steps to facilitate an orderly transfer of the relationship.
- g) When consulting with a colleague of another organization about a client, staff will not share confidential information or information that could reveal the identity of the client without proper client consent. Only information that is necessary to achieve the purposes of the consultation will be disclosed.
- h) Staff will not engage in negative criticisms of a colleague with clients or with other professionals with whom they work. Negative criticisms may include comments that are demeaning to the person, such as negative references relating to their competence or about their race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran in accordance with applicable federal and state laws.
- i) Staff will not assume professional responsibility for a client of another agency or a colleague without appropriate communication with that agency or colleague.
- j) Staff will not solicit clients from alternative providers for the purpose of increasing their client base. If staff members engage in a practice outside of their work for Catholic Community Service, they will not to solicit clients away from Catholic Community Service to their own practice.
- k) A staff person who has direct knowledge of a colleague's impairment (due to personal problems, psychosocial distress, substance abuse or mental health issues), or who believes that a colleague has acted unethically, will follow a formal process, using the appropriate channels for resolution of the issue(s). Documentation will support all interventions.
- l) Married staff and staff engaged in an intimate or sexual relationship outside of marriage will not be, or remain in, a supervisor/supervisee relationship, unless exempted by the Catholic Community Service Executive Director.

### 7. Treatment Team Relationships

- a) A staff person who is a member of a treatment team within Catholic Community Service, or a member of a treatment team in or with another community agency, will actively participate and contribute to decisions that affect the welfare of clients served. Obligations of the team as a whole and of the individual member will be clearly established by each team.





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- b) It is the responsibility of every member of a treatment team to work toward consensus. As such, team members are expected to provide reasoned input, whether in agreement with or objection to, all components of a treatment plan. Likewise, team members are expected to comport themselves in a professional and respectful manner. Once a treatment team has made a decision regarding a treatment plan, team members are expected to fulfill their responsibilities as indicated in the plan. At no time may any member of a treatment team act in a manner that undermines the agreed-upon plan.