

<b>The Henry &amp; Rilla White Youth Foundation, Inc.</b> <small>a non-profit corporation/drug-free workplace</small>	SUBJECT		CODE OF ETHICS	
	PAGE	1 OF 6	POLICY NO.	FW 240
	DATE ISSUED	MARCH 2003	DATE REVIEWED	FEBRUARY 2018
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## POLICY

The Henry & Rilla White Youth Foundation, Inc. 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 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 Statutes, 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 employees, Board Members, Contractors and Consultants.

## PROCEDURE

### **Build Trust and Credibility**

The success of our business is dependent on the trust and confidence we earn from our employees, customers and shareholders. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct. It is easy to *say* what we must do, but the proof is in our *actions*. Ultimately, we will be judged on what we do.

Every employee, Board Member, Contractor and/or Consultant of/for the Foundation 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.

The Code of Conduct shall be included as part of new employee orientation and shall also be available to other stakeholders on the Foundation's website [www.hrwhite.org](http://www.hrwhite.org).

### **Business**

The Henry & Rilla White Youth Foundation's commitment to integrity begins with complying with laws, rules and regulations where we do business. Further, each of us must have an understanding of the company policies, laws, rules and regulations that apply to our specific roles. If we are unsure of whether a contemplated action is permitted by law or Foundation policy, we should seek the advice from the resource expert. We are responsible for preventing violations of law and for speaking up if we see possible violations.

- Work in a manner that supports the Foundation's Mission, Vision and Values Statement.
- Conduct fair, honest and unbiased competitive practices
- Conduct business in a manner that every action is considered legal, fair to all concerned, in the best interest of all our stakeholders, and able to withstand the scrutiny of all others
- Safeguard company assets under his/her control
- Separate personal political activities from Foundation business

SUBJECT	CODE OF ETHICS	PAGE 2 of 6	POLICY NO. FW 240
---------	----------------	-------------	-------------------

- Utilize minority business enterprises in outreach programs, subcontracting, joint venturing, mentoring and direct purchase of goods and services.

### **Marketing**

- All employees shall act in accordance with the highest standards of professional integrity with regard to representation of the Foundation.
- Care shall be exercised in actions or statements that are presented to the general public about our agency and other organizations and/or individuals with whom we do business or associate, so that actions or statements do not negatively reflect back on the Foundation.
- Marketing activities shall always be carried out with respect, dignity and privacy rights of individuals served.
- Ensure all statements, communications, certifications and representations to stakeholders are accurate and truthful.
- Advertising, marketing and promotional materials shall not contain inaccurate or deceptive statements, nor shall they unfairly describe the services of another provider or make disparaging comments or innuendo.

### **Contractual Relationships**

- Employees shall not engage in contracts or agreements with outside organizations/agencies on behalf of the Foundation.
- All Contractual agreements must be approved and signed by the Chief Executive Officer.
- Employees of the Foundation who may work with an independent contractor are encouraged to report any suspected abuse, neglect, waste, or wrongdoing by the independent contractor to their supervisor and/or the Corporate Compliance Officer.

### **Service Delivery**

- Provide services within the standards of this Code of Ethics and in an atmosphere of holistic caring
- Create and maintain an organizational environment that gives top priority to protecting the clients from harm
- Provide services that are sensitive to client's culture and to differences among people and cultural groups
- 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
- 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
- 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
- Recognize and understand the strengths that exist in all cultures
- Protect confidentiality of all information obtained in the course of service and adhere to all federal, state, and governing agencies' confidentiality guidelines.

SUBJECT	CODE OF ETHICS	PAGE 3 of 6	POLICY NO. FW 240
---------	----------------	-------------	-------------------

### **Conflict of Interest**

- Avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs.
- Avoid conflicts of interest that interfere with professional discretion and impartial judgment (Reference FW Policy 510)

### **Exchange of Gifts, Money and/or Gratuities**

- Avoid any actions that create a perception that favorable treatment of outside entities was sought, received or given in exchange for personal business courtesies
- Ensure those representing the Foundation do not accept or give bribes, kickbacks or other benefits for goods and/or services (Reference FW Policy 513)

### **Personal Fundraising**

- Ensure that you are permitted to devote your full attention to your duties by avoiding solicitation during work time or at any time in the presence of the individuals we serve. Solicitations which are forbidden include, but are not limited to, solicitations of cosmetics, home items, magazines or periodical subscriptions, memberships, and solicitations for political contributions.

### **Personal Property**

- Employees, as may be appropriate in their role, shall respect and safeguard the personal property of persons served, visitors, and all property of the organization.
- Promote security and the safety of all concerned by locking up personal packages, handbags, prescribed medications and any other items brought to our programs or property by employees. Ensure that these items are taken home each day.
- Never share or give personal property to clients or leave where a client could have access.
- Never bring to Foundation programs or property weapons as defined in Foundation-wide Policy 301, Section VIII.

### **Setting Boundaries**

- Ensure that relationships with clients are professional relationships, intentionally limited to protect those we service. It is always the responsibility of the Foundation representative to ensure that the relationship remains a professional one and that those we serve understand the Foundation representative's role in their life. (Reference FW Policy 250.)
- Set clear, appropriate and culturally sensitive boundaries.

### **Witnessing of Documents**

- Ensure that when witnessing documents you can attest to the validity of the signatures of the named individuals.

### **Professional Responsibilities**

- Uphold and advance the values, ethics, mission and vision of the Foundation
- 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
- Personal conduct shall not interfere with the ability to fulfill professional responsibilities, nor shall personal problems, psychological distress, legal problems, substance abuse or mental health difficulties interfere with professional judgment and performance or jeopardize the best interests of the clients served
- Accurately represent the official and authorized positions of the Foundation

SUBJECT	CODE OF ETHICS	PAGE 4 of 6	POLICY NO. FW 240
---------	----------------	-------------	-------------------

- 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
- 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
- Provide services within the boundaries of relevant professional experience
- Protect Foundation proprietary information against improper use and access
- Maintain a safe, secure and accessible environment
- Become familiar with and adhere to all Foundation and Program policies and procedures.
- 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

### **Personal Behavior**

- Employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, visitors, volunteers, and other stakeholders.
- Employees shall be honest and truthful in their documentation, reporting, communicating with their supervisor, coworker, or other management staff within the organization.
- Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- Sleeping on the job is prohibited.
- The use of any controlled substances while on the job, coming to the job, or while doing any related work activities, is strictly prohibited.
- Engaging in the sale, transfer, or use of alcohol, tobacco, or other drugs, or the abuse of over-the-counter medication, while on duty or on Foundation premises, or in any associated activity related directly or indirectly to the Foundation is strictly prohibited.
- Employees must maintain an acceptable self-appearance. Dress should be in accordance with the Foundation's policy 221 on dress code.
- Employees shall not use nor abuse the personal property of the agency, including telephones, computers, cell phones, copier machines, or any other equipment or property of the Foundation for non Foundation-related activities.
- Employees shall not intentionally or unintentionally mismanage the resources of the organization or other stakeholders.
- Supervisors shall not engage in sexual activities with their staff.
- Treat co-workers with respect in an effort to create a work-oriented, free from harassment environment

### **Human Resources**

Please refer to the organization's "Foundation-wide Policies and Procedures" manual for more detailed information regarding human resources issues.

- Degree professional employees must practice within the legal constraints of their scope of practice and/or state license(s) and adhere to the ethics codes of their profession.
- Employees shall act in a manner that promotes and preserves the professional values and the practice standards of our work.

SUBJECT	CODE OF ETHICS	PAGE 5 of 6	POLICY NO. FW 240
---------	----------------	-------------	-------------------

- The Foundation 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

**Prohibition of Waste, Fraud, Abuse or Other Wrongdoing**

- Employees shall not participate in, condone, or be associated with dishonesty or deception, fraud, abuse, waste of resources or other wrongdoing, whether illegal or unethical
- Employees should report any actions concerning waste, fraud, and abuse immediately to the Corporate Compliance Officer and/or the Human Resources Manager. There will be no reprisals for these reports and all investigations will be completed in a timely manner.

**Corporate Citizenships**

- 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
- Actively participate in community organizations and service groups such as rotary clubs, councils, advisory committees and local boards.
- Become involved in projects and programs to inform, educate, protect and promote a healthy environment.

**VIOLATIONS OF CODE OF ETHICS**

**Reporting**

Any employee having information or knowledge of any actual or contemplated action or omissions which appears to violate this code of ethics shall promptly report such information or knowledge to his/her Program Director and the Corporate Compliance Officer. Staff may also utilize the ASSIST Program (reference FW Policy 235) to provide information directly to the President/CEO.

**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.

**Investigations**

When reports of alleged or potential violations of the Code are received, the President/CEO, Chief Operating Officer, Corporate Compliance Officer, Human Resource Manager and other authorized personnel 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.

**Disciplinary Action**

Failure of any Foundation 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 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, Corporate Compliance Officer or Human Resource Manager.

In addition to the Foundation's disciplinary actions, some Code violations may be serious enough to result in civil fines and/or imprisonment.

**No Reprisal System**

The Foundation prohibits retaliation of any employee who reports an actual or contemplated violation of the Code of Ethics, regardless of whether or not the allegation is determined to be valid. (Reference FW Policy 238.)

APPROVED BY:  Linda Durrance	DATE APPROVED: 02/07/18
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