

# Recovery Technology Ethical Codes of Conduct

This Code of Ethics is supplemented by a set of policies, procedures, and guidelines, which provide an explanation to assist staff in dealing with the various issues contained in the Code.

The Code of Ethics and its guidelines are intended to serve as a basis for ethical decisions made in the conduct of professional work. They may also serve as a basis for judging the merit of a formal complaint pertaining to the violation of professional ethical standards.

**Mission Statement:** The mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

**Vision Statement:** Recovery Technology is committed to helping people achieve their passions.

## Core Values:

- Treat People the way we want our loved ones to be treated
- Practice the skills we advocate
- Above all else do no harm
- Always take the high road
- Accountability
- Compassion
- Credibility
- Honesty

## Business:

Recovery Technology's leadership is fully committed to the need to prevent and detect fraud, fiscal mismanagement, and misappropriation of funds and therefore, to the development of a formal corporate compliance program to ensure ongoing monitoring and conformance with all legal and regulatory requirements. In addition, leadership is committed to the establishment, implementation and maintenance of a corporate compliance program that emphasizes:

1. Prevention of wrongdoing, whether intentional or unintentional
2. Immediate reporting and investigation of questionable activities and practices without consequences to the reporting party
3. Timely correction of any situation which puts the organization, its leadership, staff, funding sources or clients at risk.

## **Marketing:**

All written, oral, and electronic communications and marketing information about Recovery Technology will fully and honestly reflect the programs and services of the organization. Marketing efforts will always respect the dignity and privacy of clients.

## **Contractual Relationships:**

Contracts are set to moral guidelines for conduct at Recovery Technology. Staff or vendors will be presented with the contract agreement before they are allowed to do business with Recovery Technology. The transaction of business in a fair and ethical manner promotes open and fair competition and is in the best interests of Recovery Technology and its business partners. Conducting business in this manner will promote productive, long term, successful business relationships.

## **Conflicts of interest:**

Recovery Technology staff should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Staff should inform the clients when a real or potential conflict of interests arises and take reasonable steps to resolve the issue in a manner that makes clients' interests to the greatest extent possible. In some cases, this may require termination of the professional relationship with the client and proper referral. In addition, staff should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests. Staff should not engage in dual relationships with clients or former clients. In instances when this is unavoidable, staff should take steps to protect clients and are responsible for setting clear boundaries.

## **Use of Social Media:**

Recovery Technology understands that some staff participate in social networking and have personal websites, including blogs. While we respect a staff's internet use, their online presence can affect Recovery Technology as their words, images, posts, and comments can reflect or be attributed to Recovery Technology. Staff should be mindful to use social media, even on their own time, responsibly and respectfully to others. Staff are prohibited from posting comments that disparage, discriminate, or harass the company, fellow staff or our clients or to discuss internal business matters while social networking or any online activities. Employees are also prohibited from including their company email address in their personal profiles on social networking sites.

## **Service delivery:**

All persons conducting business with or providing services for Recovery Technology, regardless of professional status, whether their business is with clients, other providers or the community-

at-large, are duty-bound to operate in accordance with the generally accepted ethical principles of beneficence, non-maleficence, respect for individual autonomy and justice.

**Exchange of gifts, gratuities, and money:** Recovery Technology staff should always interact “therapeutically” in their relationship with the individual served. Staff do not give or accept items (money, personal items, etc.) to or from the clients. Staff do not allow pictures to be taken or exchanged unless granted permission by written consent of the client. Staff should not have any reason to accept money or gratuities from clients, external agencies, funders or other vendors.

### **Personal fundraising:**

Staff shall not engage in coercive solicitation of coworkers or clients such as seeking donations, encouraging purchases, or taking a position on an issue outside the workplace. Staff receiving unwanted solicitations are encouraged to address the issue with their coworker and/or report the matter to their supervisor.

### **Personal property:**

Recovery Technology cannot be responsible for loss of personal property that is damaged or stolen. Staff are responsible for personal property/items/belongings brought to the workplace. Recovery Technology also prohibits any items on the premises or worksite that are sexually suggestive, offensive, or demeaning to specific individuals or groups, along with firearms or weapons. All personal property may be inspected for purposes of enforcing Recovery Technology’s policies and to protect against theft. Property owned by Recovery Technology and personal property of clients, visitors, and personnel shall be safeguarded and treated with respect.

### **Setting boundaries:**

Recovery Technology serves people vulnerable to additional abuse, mistreatment, and exploitation. Contact between clients and staff is limited to activities approved to protect all involved. Staff should not meet outside the parameters of the organization. Staff should not engage in dual or multiple relationships with the clients or former clients in which there is a risk of exploitation or potential harm. All staff who are bound by a professional code of ethics are expected to remain familiar and up to date with and to adhere to their respective codes.

### **Witnessing of Signatures:**

Recovery Technology staff witnessing a signature on a document will either observe the person signing the document or will make inquiry of the person signing the document to as to whether they are the right person who signed the document. A person witnessing a signature will either personally know the person who signed or will ask to see appropriate identification. When required, the signature may be witnessed by a notary public. Generally, a person chosen to

witness a document should have no financial or other interest in an agreement. A neutral third party is the best choice. The witness is not usually required to discern or understand the contents of the document. A witness must be of legal age and mentally capable.

### **Professional responsibilities:**

Recovery Technology's goal is to establish a high standard of performance, professionalism, and ethical conduct. We create an environment that fosters ethical behavior where no employee will ever feel the need to compromise personal integrity to help achieve Recovery Technology's mission. The code of conduct is applicable to all staff, regardless of their professional functions. Staff will strictly adhere to established rules of confidentiality regarding all records, materials, and knowledge concerning clients in accordance with all current government and program regulations. While working under Recovery Technology's Ethical Code of Conduct, the staff must be conscientious, committed, and honest in their work and all duties related to their respective jobs within the organization. Staff are expected to comply with the ethical codes of conduct outlines by their respective licensing or certifying boards.

### **Human Resources:**

Recovery Technology strives to recruit, manage, develop, and retain staff who meet the needs of clients and contribute to the accomplishment of our mission. In doing so we strive to ensure compliance with Equal Employment Opportunity and Workforce Diversity guidelines and encourage hiring of qualified candidates who reflect the diversity of the community and population served. Staff will not discriminate against any person in recruitment, examination, appointment, training, promotion, retention, or any other personnel action based on actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, age, language, marital status, familial status, disability, political affiliation, religion, and receipt of public assistance or other factors which cannot be lawfully used as the basis for employment decisions.

### **Organizational fundraising:**

Recovery Technology does not participate in any organizational fundraising.

### **Prohibition of waste, fraud, abuse, and other wrongdoing:**

Staff and all stakeholders representing Recovery Technology should not participate in, condone, or be associated with dishonesty, fraud, or deception.

### **Allegations of violations of ethical codes (reporting wrongdoings, fraud, abuse, grievances):**

When problems arise, hopefully a resolution can be reached informally, promptly, and equitable at the level of the staff's immediate supervisor. No staff will be penalized or retaliated against for reporting negligence, wrongdoing, fraud, abuse, harassment, or other

such incidents. Any allegations will be investigated promptly and result in a decision being made within 2 weeks of the reported allegation.

### **Education on ethical codes of conduct for personnel and other stakeholders:**

Recovery Technology staff will be trained upon hire and annually thereafter on this Ethical Code of Conduct. In addition, this Code of Conduct will be posted on the Recovery Technology website for all staff, clients, and other stakeholders to review as needed. All clients are informed of their rights and responsibilities and Recovery Technology's ethical standards at the time of admission and as needed during the course of treatment.

### **Advocacy efforts for the persons served:**

Recovery Technology recognizes the importance of responding promptly and courteously to the needs of clients. We are committed to providing the highest possible quality of care to clients and continuously monitor and seek to improve the quality of those services. We expect all persons providing services on behalf of Recovery Technology to pursue professional competence and excellence vigorously and continuously.

All persons providing services on behalf of Recovery Technology are expected to remain aware of the risk for harm and to reduce that risk by all means possible. Such means include, but are not limited to:

1. Referral for services beyond the scope of Recovery Technology's expertise or ability to provide.
2. Treatment protocols and therapy techniques that are not in conflict with the State and County government mental health authorities
3. Avoidance of dual relationships.
4. Strict avoidance of all other conflicts of interest
5. Reporting of ethical violations to supervisors, agency administration and relevant certifying/licensing bodies.
6. Honesty and integrity in reporting of all operations.
7. Regularly scheduled staff trainings which address common sources of harmful effects such as boundary violations, violations of confidentiality, misdiagnosis, countertransference, etc.
8. Regularly scheduled supervision for all staff.
9. Continuous quality improvement activities
10. The expectation that all staff will contribute to a healthy work environment by encouraging open communication, personal and professional growth, cooperation, a positive attitude toward the work Recovery Technology does, and by resisting the cynicism and passive-aggressiveness that so often undermines human service organizations and ultimately harms clients.

**Corporate citizenship:**

Recovery Technology recognized that as citizens of the community, our obligation is to promote the welfare of the community and, whenever possible, to prevent harm to other citizens of the community.