



ETHICAL STANDARDS FOR STAFF

Responsibilities To Clients

1. Adhere to policy of Confidentiality.
2. Be sensitive to the vulnerable nature of client's feelings toward staff. Use care to prevent the intrusion of your personal life, values and needs into relationships with clients. Avoid "dual roles" – friend and worker. Be genuine, caring, and friendly, within the guidelines of a professional relationship. Be aware that certain clothing, behavior, and situations can be easily misunderstood by clients. Sexual contact is always unethical. Physical contact should be limited by consideration of the client's mental status (including transference issues), audience and context.
3. Respect the right of choice and responsibility. Allow clients to make mistakes and learn from them.
4. Discrimination of religion, sexual orientation, race, age, gender or national origin is unethical.
5. Be aware that clients may model staff behavior. Acting with maturity in trying situations when clients are watching is part of the job.
6. Clients have the right to learn the skills needed for personal growth. The staff's role is to encourage, model and teach these skills, not do them for the client, which denies him/her the opportunity to learn.
7. Clients have the right to the best possible service; Equinox staff advocate for it within their own programs and in other agencies.
8. Clients have the right to complete information about their rights and responsibilities.
9. Clients are treated as adults, with respect. Intimidation, derision, punishment, abuse or coercion, physical or verbal, stated or implied, is not acceptable.
10. Staff takes the responsibility for not making decisions or assuming a task for which s/he is not qualified by experience or training; assistance from supervisor or colleagues is sought to avoid harm to a client.

Responsibilities To Self

1. Get personal needs met outside of client relationships.
2. Monitor personal functioning and effectiveness; seek assistance if a problem or activity is likely to lead to inadequate work performance or harm to a client.
3. Take initiative to improve skills for personal and professional growth.

Responsibilities To Colleagues

1. Treat colleagues with respect, courtesy, fairness and good faith.
2. Air differences, conflicts, and complaints through the appropriate channels in a professional manner.
3. Maintain program and agency standards.
4. Follow through on team decisions.
5. Communicate promptly and clearly.
6. Be honest about mistakes.
7. Unethical conduct by a colleague: If you are made aware of or observe unethical conduct by a colleague, it must be brought to the attention of the supervisor. This includes activities which would constitute Fraud, Abuse or Waste of Medicaid resources.
8. Act within the guidelines and purpose of your program. Refer to other agencies/programs for help in the areas they offer.
9. Limit problems or issues with clients, program or agency to the smallest possible number of participants required to solve the problem.
10. Represent human services and mental health services and their clients in a positive light to the public.

Employee Signature Date

_____/_____/_____

Witness Signature Date

_____/_____/_____