

Policy
Ethical Code of Conduct

PURPOSE

To assure that the Center is competent in serving all persons in need and available for the employment of a diverse staff.

Category: Leadership

Number of pages: 1

Effective Date: N/A

Revised Date(s): N/A

New Creation Counseling Center operates to serve the mental health needs of the community through offering outpatient counseling services to adults, children, couples and families. The mission is *to provide distinctively Christian professional counseling services to all person in need, regardless of their ability to pay.* To accomplish this mission, New Creation operates under a Code of Ethics that outlines the way work is done within the Center, with our clients, and with our community partners.

The following outlines the ethical code of conduct for the Center. New staff members and contractors will be oriented to the code of conduct at time of hire and reviewed annually at their year-end discussion or other times if discrepancies are noted. In addition, the Board of Directors will approve any changes to the code of conduct through an annual review. Should there be violations of the ethical code, corrective action will be taken through the immediate supervisor and reported to the Board of Directors.

The following guiding values are the framework for the Ethical Code:

Provide services with acceptance and care, regardless of client belief system.

- *We are a healing community and the role of the staff, counselors and Board is to serve others as a Christian community.*
- *Treat clients with dignity and respect shown by unconditional positive regard and people first language.*
- *We communicate truth through love.*

As Staff and Contractors we will:

- Greet each client with respect and dignity from the first contact. Some actions that speak to this are:
 - Responding to the call or web contact immediately if at all possible
 - Listen to the needs and then offering services that best meet the need
 - Scheduling the client as quickly as possible and offering the client alternatives if the need is more immediate
 - Keeping on schedule so that the client's time is respected
 - Answering questions promptly or assisting the client in getting an answer from the correct source
 - Greeting co-workers with friendliness and good will
 - Respecting the personal boundaries of co-workers

- Use person-first language with each other and with the client
- Work as a team in knowing the boundaries of each position and respecting the boundaries, yet assisting if needed and appropriate
- Allow each other work/life balance by recognizing the need for breaks and accommodating those needs when appropriate
- Learn new techniques, policies and procedure by fully engaging in training and meetings
- Work for the best reputation of the Center at all times, realizing that each person is a reflection of New Creation Counseling Center
- Uphold all applicable laws that govern the organization
- Adhere to the professional ethical codes that govern the professions of agency contractors
- Always keep safety in mind and report and offer solutions to unsafe conditions
- Always keep a healthy environment in mind and use prevention and prudence to not spread illness
- Assume that each person is working hard and give grace for mistakes, while also taking opportunities for growth and development
- Maintain a professional relationship with clients and do not enter into private conversation or participate in a dual relationships with clients
- Refrain from accepting gifts or money from clients for personal use, and educate the client of the ethical reason for boundaries regarding the acceptance of money, gifts or gratuities. Inform the Administration of any conversations with clients concerning the exchange of gifts or money. Use professional ethical codes when considering any exception to the acceptance of gifts from clients
- Do not participate in any personal fundraising on the premises with clients or other staff members. When in doubt, talk with the Administration.
- Personal property such as decorations, furnishings, pictures, etc. is allowable, subject to approval by the administration and the Environment, Health and Safety standards. The Center is no liable, however, for any misplacement, loss or damage to personal property.
- Abide by the policies, procedures and practices set forth in the Center's Employee Manual, Counselor Contract, and Policy and Procedure manual including the use the Center's computers and telephones.
- Adhere to agency policies and professional ethical codes in regards to the use of social media
- To keep confidential the information that is in the Center within the boundaries of the law and the trust the client and other staff has for the Center
- In a conflict, first talk directly with the person before talking to others or contacting a supervisor, knowing that different perspectives is sometimes the root of conflict
- Refrain from fraud, abuse, waste or wrongdoing
- Report potential conflicts of interest to agency leadership

As a Non-profit organization we will:

- Abide by the laws and best practices that govern our Center
- Use accounting systems that are reliable and have oversight for all actions internally and with a third party.
- Engage in strategic planning to project budgets and expenses that involve calculated risk

- Engage in good stewardship in procurements, personnel practices and all aspects of the spending of money
- Offer services that are affordable for the clients. This involves maintaining good relationship and practices with third party payers and other funding sources as well as offering sliding fee scales and pro bono services, when appropriate.
- Market the agency honestly and with integrity. Use all marketing avenues to not only generate service and increase awareness of the agency, but also to bless our community, both local and online
- Honor all contractual relationships with personnel, stake holders, persons served, and other entities with which the agency does business.
- Treat agency staff and contractors with respect and fairness, and work hard to develop human resource practices that embodies respect and fairness

As a community partner we will:

- Participate fully with a network of other community agencies for knowledge of their services to offer for referral from agencies and to agencies
- Be mindful of gaps in the community and work with other agencies in partnerships to meet the unmet needs
- Offer New Creation Counseling services at other sites for more accessibility when the mission of the sponsoring organization aligns with the New Creation Counseling Center mission
- Offer educational programs to the community for enhanced development of other agency staff and counselors
- Be a partner with education in providing sites for training the helping professions

Procedure for Dealing with Allegations of Violations of Ethical Codes

1. Any staff or contractor who has concerns about a violation of agency Ethical Codes should report these concerns to the agency Director, Associate Director, Clinical Director, or Office Manager.
2. Within one week the agency leadership will discuss the concern, interview relevant personnel, and make a decision about any needed action
3. No reprisals or punishments will be enacted toward anyone reporting a potential violation