

PHOENIX CODE OF ETHICS NOTIFICATION

The Code of Ethics of Phoenix Resource Center, Inc. provides a common code for the employees of the Organization, regardless of their training or professional alliances. The Phoenix Code of Ethics is the standard of behavior for all workers. As a staff member of Phoenix, you are expected to always conduct yourself in a professional manner.

The Organization is a public trust that requires you, and all its staff, to perform your job to the best of your ability and with integrity and compassion and believe in the dignity and worth of human beings, respect for the law and the court, respect to your professional relationships, with those you serve, and with the community.

The Phoenix Code of Ethics embodies certain standards of behavior for you, as a member of the Organization in relation to your professional relationships, with those you serve, and with the community. Standards are comprised of PRC's standards of ethics, as well as the LPCA ethical guidelines as it pertains to our interactions with referred families. Guidelines are outlined below for your review and understanding:

Professional Relationships

- a) Employees respect and protect the civil and legal rights of all clients/residents/families.
- b) Employees serve each case with appropriate concern for the client/resident/family welfare, and with no purpose of personal gain.
- c) Relationships with colleagues are of such character as to promote mutual respect within the profession and improvement of the quality of service.
- d) Statements critical of colleagues or other organizations are made only as these are verifiable and constructive in purposes.
- e) Employees respect the importance of all elements of the Child Welfare System and cultivate a professional cooperation with each segment.
- f) All public speaking engagements (and content) are arranged through the Office of the President and CEO. Employees do not make public statements on behalf of the Organization without prior approval.
- g) Employees understand and protect the right of the public to be the safeguard from the criminal activity.

Professional Conduct and Practices

- a) No staff uses his/her official position to secure privileges or advantages to himself/herself.
- b) No staff acts in his/her official capacity in any matter in which he/she has personal interest which could in the least degree impair his/her objectivity.
- c) No staff uses his/her official position to promote any partisan political purposes.
- d) No staff accepts any give or favor of a nature as to imply any obligation that is inconsistent with the free and objective exercise of his/her professional responsibilities.

- e) In any public statement, staff clearly distinguishes between those views which are personal and those which are statements and positions of Phoenix.
- f) Each employee is diligent in his/her responsibility to record and make available for review any and all case information which could contribute to sound decisions affecting a client/resident/family/or public safety.
- g) Each employee reports without reservation or reprisal any corrupt or unethical behavior which could affect either a client/resident/family or the integrity of the Organization. The reporting is addressed to the President and CEO or Chief Operating Officer.
- h) Staff do not discriminate against any client/resident/family, employees, or prospective employee on the basis of political affiliation, religious beliefs, race, color, gender disability, age, creed, veteran status, sexual orientation, HIV/AIDS status, or national origin.
- i) Each staff member maintains the integrity of private information. He/She does not seek personal data beyond that needed to perform his/her professional duty.
- j) Each staff member maintains a standard of behavior that reflects positively on Phoenix Resource Center, Inc. and in no way has the potential of jeopardizing the integrity or reputation of the Organization.
- k) Any staff member who is responsible for Phoenix personnel actions makes all appointments, promotions, or dismissals only based on merit and not in the furtherance of partisan political or personal interests.
- l) Each staff member adheres to a standard of dress that is conducive to their respective work duties. At no time will provocative dress be acceptable.
- m) Each staff member maintains a safe working environment and performs tasks in a safe, non-debilitating manner.

Conflicts of Interest

- a) Referral fees are governed by the Co-Founders of the organization. Staff are not permitted at any time to change or manipulate the fee for service when providing interventions to referred families.
- b) Staff and Leadership are not permitted to accept gifts or money from a vendor or client who is attempting to secure business with the Organization. Staff and Leadership may of course accept marketing materials from a potential business partner.
- c) Leadership is prohibited from showing or acting in a manner which may be perceived as having preferential treatment of an individual or entity due to a personal relationship with someone in the Organization.
- d) Staff are prohibited from showing preferential treatment towards a referred client or referring worker.
- e) Leadership and Staff are strictly prohibited from using any and all confidential information of referred clients or colleagues/employees for one's own advantage.
- f) Staff and colleagues who currently serve on the board of directors or the advisory committee may not serve as the board or advisory member for a competing agency.

Competing Interests

- a) Staff members are prohibited from working simultaneously with another competing agency.

- b) A competing agency in the above referenced guideline would be another organization maintain part or all of Phoenix RC's current contracts. Currently those contracts include:
 - a. Wraparound Services
 - b. Prevention of Unnecessary Placement (PUP)
 - c. Early Intervention Services
 - d. Parent Aide Services
 - e. Homestead Services
 - f. Comprehensive Child and Family Assessments
 - g. Drug Screen Collection
 - h. Promoting Safe and Stable Families Funding

Social Media Guidelines

- a) Phoenix does not prohibit staff members from having a Facebook, Twitter, or other social media/networking memberships.
- b) Staff members should not "friend" or connect with clients via social networking.
- c) It is advised that staff members should set their public social networking profiles to private.
- d) Discussing clients in a public forum is strictly prohibited. If Phoenix is made aware of a staff member openly discussing Private Health Information on a social networking site, disciplinary action will be taken which may result in termination of employment.
- e) Discussing client successes and challenges with a referral source should be done through a secure network. Private messaging (i.e. "inboxing" or "direct messaging", etc.) through a social network is not considered secure.
- f) Phoenix does not advise staff to discuss issues or challenges within the Organization via social networking. Conflict between staff members and supervisors will not be discussed through social networking and should be discussed privately.
- g) Phoenix does not prohibit staff members from "friending" or "connecting" with caseworkers or case managers from referring agency, however, Phoenix expects staff members to behave in a professional manner when these referral sources have access to a staff member's social network page/site.
- h) Phoenix strictly prohibits any staff member from "blogging" or discussing issues within the company or exposing the Private Health Information of a client on a public journal or forum.
- i) Phoenix reserves the right to review new issues with social networking and media on a case-by-case basis and reserves the right to take disciplinary action against staff members who may jeopardize the reputation of the Organization or who directly expose Private health Information of a client that were not mentioned within these guidelines.
- j) Phoenix Staff should remember they are always representing an agency as a whole and should refrain from making posts that could be interpreted as negative against Phoenix.
- k) Phoenix Leadership will closely monitor the organization's social media posts for appropriateness. Only leadership or designated staff are allowed to share information on social media on behavior of the agency.
- l) Phoenix Leadership may also search social media history for individuals applying the agency.

Personal Fundraising

- a) Phoenix leadership must approve any fundraising requested by staff prior to solicitation.
- b) Phoenix leadership is proud to support our local schools and welcome staff to share with leadership areas in which we may be able to support local supports (ie, football teams, Girl Scouts, etc.)
- c) Staff are not permitted to solicit fundraising efforts from referred clients.

Personal Property

- a) Staff are required to always respect the personal property of referred clients, especially when providing in-home services.
- b) Staff should refrain from making judgments or remarks that could be interpreted as negative or hurtful about a person's property.
- c) Staff are required to respect the property and belongings of referred clients while they are at the Phoenix Office.
- d) Staff will respect and care for the Phoenix office and property, including cleaning and sanitizing after each session.

Legal Documents

- a) Phoenix staff are not permitted to witness documents such as powers of attorney, guardianship, and advance directives.