

Dilworth Center
2240 Park Road Charlotte, North Carolina 28203

POLICY TITLE: Code of Ethical Conduct	POLICY # HR-01
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Introduction

All staff members, Board members, volunteers, and other individuals affiliated with Dilworth Center are expected to comply with the Code of Ethical Conduct to ensure that ethical decision-making and conduct are observed in all aspects of the Center’s business. In addition, it is expected that all counselors and volunteers adhere to the Ethical Standards of the North Carolina Substance Abuse Professional Practice Board. This document should be reviewed in conjunction with relevant policies and procedures and should not be considered to be all- inclusive. This document was reviewed and approved by the Administrative and Clinical Committees.

Ethical Principles

Confidentiality

The confidentiality of persons receiving services at the Dilworth Center is protected by federal and state law. Information concerning patients, and/or their treatment will not be revealed or released without the written consent of the patient except in the following instances:

- There is a valid court order (42 CFR 2.61-2.67);
- There is evidence to support an allegation of child abuse (42 CFR 2.12c6);
- There is a medical emergency that necessitates disclosure (42 CFR 2.51); or
- There is a threat of direct harm or injury to a specific individual, or any credible threat to others (ARS36-517.02).

Patient Rights

The rights of the patients are absolute and are based on both law and the philosophy of respect for the fundamental worth of each individual. These rights include the following:

- Services are provided in a language the patient understands;
- Patients receive a statement of their rights at a time of intake;
- Patients are informed of their right to file a grievance without fear of reprisal;
- Patients participate in development of their treatment plan;
- Patients can refuse to participate in any research project or program;
- Patients receive services in the least restrictive environment possible;
- Patients are free from arbitrary use of seclusion/restraint.

All patients are notified of their rights at time of intake. At that point, patients are also made aware of their right to file a complaint or to appeal any decision that is made regarding treatment.

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Gratuities/Influence

No employee, board member, volunteer, or other persons affiliated with the Dilworth Center will accept a private fee, gift or gratuity having a cumulative value of twenty-five dollars (\$25.00) or more, favors, or remuneration for personal gain from any individual, agency, corporation, or organization that does business with the Center. Additionally, no employee, board member, volunteer or persons affiliated with the Dilworth Center will attempt to influence decisions of any funding source through donations of cash, promises of special consideration, or suggestions of any valuable contributions.

Clinical Practice

Staff Qualifications

Dilworth Center policy requires that staff members have the requisite experience and education, for the position they hold within the Center. The Dilworth Center will ensure that staff members are appropriately licensed and certified. Designated professional staff will be required to complete the licensing and credentialing process.

All clinical staff members will be required to participate in required training, supervisory sessions, and fingerprint-cleared, as defined by the NC substance abuse professional practice board.

Research

Any patient who agrees to participate in any research project must understand the extent of his/her participation, including his/her ability to decline to participate. Patients who agree to participate must sign a consent form that has been approved by the Dilworth Center.

Charting/Documentation

All clinical staff members will receive training in proper documentation. Clinical charts are audited on a regular basis to ensure appropriateness of entries, and to ensure completion of required documentation. Any client can review his/her chart, in accordance with HIPAA rules and regulations.

Business Practice

Governing Authority

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Dilworth Center is governed by a volunteer Board of Directors. Each Board member receives an orientation to Center operations that includes review of policies on conflict of interest, political neutrality, lobbying, anti-kickback, and patient advocacy.

Billing

Dilworth Center will maintain audit trails to ensure that services billed reflect services provided. Services will be billed at contacted rates only, and appropriate codes will be used to accurately reflect not only services provided but also the credentials of the service provider. Any intentional misrepresentation of services provided and/or billed will result in disciplinary action.

Contracting

Dilworth Center subcontracts with a variety of service providers to ensure a full continuum of services for its patients. All individual practitioners must be licensed, certified and/or working toward licensure/certification to provide the services for which they are subcontracted and must complete the licensing/credentialing process established by the Center. All agencies must be appropriately licensed to provide those services for which they are contracted and must carry appropriate levels of professional and general liability insurance.

Marketing

Dilworth Center will provide only true and accurate information in all presentations and materials provided to the public and will in no way willfully mislead the recipients of such information.

Conflict of Interest

An employee, officer, or agent of Dilworth Center, is expected to disclose any business transactions or relationship that might be construed as a conflict of interest. Further, he/she shall not participate in any decision-making that has the potential to benefit him/her.

Administrative Practice

Human Resources

Dilworth Center is an equal opportunity employer and does not discriminate in its hiring practices. Employee files are confidential, and access to them is limited to the individual and his/her supervisory personnel and any other persons who have obtained the employee's consent. Other access is only as permitted by applicable law and regulation.

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Conduct

At time of orientation, all employees read and sign policies related to ethical conduct, conditions of employment, sexual harassment, and drugs and alcohol in the workplace. Failure to adhere to these defined standards of conduct will result in disciplinary action, which could include termination.

Risk Management

Staff members who observe other staff members behaving in an inappropriate or unprofessional manner in the course of their assigned duties should report such behavior to the appropriate supervisor. If the allegation can be proven immediately, the staff member will be disciplined. Any allegation that requires further investigation will be forwarded to a Director. In this case, involved staff members will be placed on administrative leave without pay, pending a decision.

Legal Issues

All legal or potential legal matters are to be directed to the CEO for resolution. Dilworth Center will respond in a prescribed manner, in adherence with applicable federal and state laws, to all subpoenas, court orders, arrest warrants, and lawsuits. Dilworth Center retains legal counsel for consultation when necessary.

Use of Social Media

It is the policy of Dilworth Center not to post identifiable pictures of patients and/or their family members on social media, website, etc. An employee, officer, or agent of Dilworth Center, is expected to only engage in acceptable social media use as it relates to the organization. This includes, but is not limited to, preserving privacy and confidentiality of patients/family members, not sharing information about patients/family members in personal posts, not posting behavior that would be deemed inappropriate in personal posts. All social media engagements will be monitored by the CEO and violations will be addressed on a case by case basis.

Insurance

Dilworth Center maintains both professional and general liability insurance. All staff members and contracted personnel are covered under these policies only if their actions are in accordance with internal policy and procedure and external law and regulation.

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Fraud

Fraudulent behavior of any kind will not be tolerated. If a staff member suspects fraudulent activities, they should immediately be reported. Ideally, these activities will be reported to the CEO or COO. The employee can also contact the Board Chair regarding the issue.

References

- CARF Behavioral Health Standards Manual

Approved by:

Executive Operations Committee

CEO – Charles Odell

Original Date: 1/28/11 Reviewed Date: 10/03/22, 06/09/22, 7/17/20 Effective Date: 11/03/22, 07/09/22, 08/17/20

I have read and fully understand the Code of Ethical Conduct policy.

Employee Signature

Date

Supervisor Signature

Date