



PhoenixCenter

Prevent • Treat • Recover

CODE OF BUSINESS CONDUCT AND ETHICS

The purpose of this Code is to describe the standards of conduct and business ethics expected of all employees, interns and volunteers of the Phoenix Center. The principles herein are not designed to govern all matters, events or situations possible. Staff members who are members of professional organizations must also adhere to the tenets of that professional organization in addition to this Code.

1. **Family and Person Centered Care** – All interactions with clients are positive, encouraging, and non-judgmental to support both the individual and family unit to make the changes necessary for recovery.
2. **Service Philosophy** – Substance use disorders are chronic medical conditions which are best treated by qualified professionals using a combination of evidence based treatment practices along with community resources including peer-led self-help support groups.
3. **Compliance/Duty of Care** – The Phoenix Center complies with all governmental laws, rules and regulations in all of its activities. This means that employees, interns and volunteers avoid any activity that involves or could lead to involvement of the Phoenix Center in any unlawful practice. It is the personal responsibility of employees, interns and volunteers to acquaint themselves with the legal standards and restrictions applicable to their duties and conduct themselves accordingly. Over and above the strictly legal aspects, employees are expected to observe these standards of conduct in a manner that would not create embarrassment or other detrimental effect to the Phoenix Center.
4. **Professional Conduct** – All employees, interns and volunteers contribute to the success of the Phoenix Center by performing their jobs as required and conducting themselves in a professional manner. They conscientiously strive for excellence in their work. They are accountable as individuals and as members of their community for their own personal ethical conduct and for compliance with applicable laws and Phoenix Center policies. They respect the rights and dignity of others.
5. **Communications** – All communications, whether external or internal, are accurate and complete. Every effort is made to ensure that all financial practices are transparent and reflect a good and accurate account of business affairs. Employees, stakeholders, donors, clients and the community readily understand the state of our current financial standing.
6. **Fair Dealing** – All employees, interns and volunteers endeavor to deal fairly with all clients, co-workers, suppliers, stakeholders and any community partners.
7. **Confidentiality** – Staff maintains the highest degree of integrity with potential, current and past clients, both in terms of confidentiality and the protection of all personal and health information. Staff is bound by 42CFR Part 2 and HIPPA and ensures that no information regarding a client's treatment is disclosed without the client's express consent.
8. **Conflict of Interest** – Employees, interns and volunteers avoid any personal influences or relationships that would affect their ability to act in the best interest of the Phoenix Center. A conflict occurs when a person has interests that may make it difficult to objectively and effectively perform his or her job. This includes the potential for financial gain as a direct benefit of the position held at The Phoenix Center. Gifts, gratuities, services, loans, entertainment, or similar favors are not accepted.
9. **Employment Practices** – The Phoenix Center is committed to maintaining a safe work place free from illegal discrimination, intimidation, harassment and retaliation. This includes fair employment practices in hiring, pay, promotion, termination, disciplinary action and other terms and conditions of employment. Leadership provides a safe and secure drug-free workplace for employees, interns and volunteers. Employees report any unsafe condition or any accidents to their immediate supervisor no matter how minor they may appear.
10. **Protection & Proper Use of Agency Property** – Employees, interns and volunteers safeguard the Phoenix Center's assets and property to ensure their efficient and proper use. Phoenix Center assets are used for legitimate business purposes and the unauthorized personal use or removal of Phoenix Center property is prohibited. The direct or indirect use by employees, interns, or volunteers of any funds or other assets for political contribution in any form is prohibited. This includes the use of cash or other property, services, or the use of facilities.