



# Code of Conduct

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Purpose, Vision, Values, Mission, and Service Philosophy	3
Definition and Introduction	4
<b>I. Ethical Principles/Members’ Rights and Responsibilities</b>	
Privacy and Confidentiality	4, 5
Conflicts of Interest	5
Relationships with Members and Members’ Families	5, 6
Business Gifts and Gratuities	6
Use of Member’s Primary/Preferred Language and Cultural Competence	6
Provision of Written Rights	6
Americans with Disabilities Act	6, 7
Member Responsibilities	7
Appointment of Representation	7
Advocacy	7
Internal Problem Resolution	7
Grievance Procedure	7
Appeal Procedure	7
Informed Consent	7, 8
Treatment Non-Compliance	8
Participation in Treatment	8
Information Sharing	8
Firearms and Weapons	8
Protective Services	8
Provider Clinical Personnel Information	8
Medication	8
Experimental Treatment/Research	8
Religious Services	9
Service Capabilities	9
Law and Regulation	9
<b>II. Business and Professional Conduct</b>	
Business Conduct Privacy and Confidentiality	9
Discrimination and Harassment Prohibited	9
Drug/Tobacco/Smoke Free Workplace	9
Accessibility Practices	9
Integrity of Clinical Decisions	10
Communication with Colleagues	10
Representation of Qualifications and Credentials	10
Best Practice Standards/Professional Growth Among Colleagues	10
Conflicts of Interest	10
Honesty and Accurate Documentation	10
• Corporate Responsibility	10
• False Reporting Prohibited	10
• Retaliation for Reporting of Fraud or Abuse Prohibited	10
• Billing Practices/Prohibition of Fraud and Abuse	10, 11
Respect for Protected Information	11
• Proprietary	11
• Access to Personnel Records	
Environmental Protection	11
Safety	11
Protection of Assets/Property	11
Marketing Practices	11
Conduct with Vendors/Contractors	11
Political Activity	12
<b>III. Peers</b>	12
<b>IV. Compliance with this Code</b>	12
<b>V. Amendments to this Code</b>	12
<b>VI. References</b>	12

**PURPOSE**

The purpose of the Code of Conduct is to outline and define the scope, responsibilities, operational guidelines, control, and activities included in CODAC's efforts to foster and assure ethical conduct and provide guidance to each personnel and agent of CODAC for his/her conducts in accordance with the CODAC Mission. In addition, personnel are expected to also abide by their applicable professional disciplines' and licensing and/or certifying boards' codes of ethics and conduct.

**VISION**

We envision a society where everyone lives healthy, productive, caring lives – positively contributing to their communities.

**VALUES**

Recovery, Diversity, Acceptance, Respect, Integrity, Creativity, and Commitment

**MISSION**

CODAC provides tools, support, and services to individuals, families, and communities so they may live with dignity, free from the harmful effects of mental illness, substance use disorders, and trauma.

In all we do, we will be guided by the following Principles:

- We will provide high quality, cost effective, outcome focused, and linguistically and culturally relevant services.
- Our services will be easily accessible, engaging, recovery oriented, family friendly, and respectful of the strengths and assets of the individuals with whom we work and the communities in which we live.
- We will work in collaboration with funders and other community-based organizations and form mutually rewarding partnerships that build upon organizational capacities and strengths.
- We will treat our employees and volunteers in a respectful manner that acknowledges them as our most important resource and support them in being the best at their roles in their communities.
- Our financial, human resources, facilities, information management, and quality management services will function in a manner that most effectively supports the delivery of services to consumers and participants, and will lead to ongoing organizational success.
- We will effectively communicate to the public the health and human service needs that exist in our community and our efforts to address those needs in a manner that attracts donors and other supporters.
- We will work to end the stigma of substance use disorders and mental illness, and advocate for just public policies that provide appropriate levels of public support to ensure that affordable treatment, health promotion, and prevention services are available in a timely manner to all who need them.

**SERVICE PHILOSOPHY**

CODAC's service philosophy is based on the premise that members have a right to a high-quality, clinically appropriate level of care in the least restrictive environment. To implement this service philosophy, CODAC provides a continuum of accessible services that are:

- The highest quality
- Culturally and linguistically relevant and sensitive to the needs of persons served and community
- Cost-effective
- Outcome-oriented
- Evaluated by persons served

**DEFINITION**

As used in this Code, *personnel* refers to staff, peers, contractors, subcontractors, vendors, interns, volunteers, consultants, and other applicable stakeholders (Board Members, Directors, and Officers).

**INTRODUCTION**

CODAC expects its personnel to exhibit a high degree of professionalism at all times and to make every effort to ensure cooperation and compatibility among CODAC, its funding and referral sources, and members. It is the policy of CODAC to have a Board approved Code of Conduct for professional and organizational behavior.

- All CODAC personnel will review this Code and other information necessary to ensure compliance with these standards at least annually; personnel are **notified of any changes and must** comply with the standards set forth in this Code. **ALL PERSONNEL will be held accountable to CODAC's Code of Conduct.**

This Code is a "living" document and will be reviewed and updated as necessary to keep CODAC and its personnel informed of the most current information available pertaining to ethical standards in the healthcare industry.

CODAC's Code of Conduct has been developed in accordance with applicable law as well as with guidance from state and federal authorities. With this Code, CODAC will promote full compliance with all legal and regulatory requirements, will foster and assure ethical conduct, and will provide guidance to personnel regarding his/her conduct. The procedures and standards of conduct contained in this Code are intended to generally define the scope of conduct of CODAC personnel and are not to be considered as all inclusive.

**I. Ethical Principles/Member's Rights and Responsibilities**

CODAC personnel are responsible for possessing working knowledge of CODAC's Policies and Procedures regarding member rights. Personnel will conduct themselves at all times in a respectful manner that promotes the dignity of individual members.

Personnel's primary responsibility is to promote the wellbeing of members. In general, members' interests are primary. However, personnel's responsibility to the larger society or specific legal obligations may, on limited occasions, supersede the loyalty owed members, and members must be so advised. (Examples include when personnel is required by law to report that a member has abused a child or has threatened to harm self or others.)

**Privacy and Confidentiality**

CODAC personnel have access to sensitive member information, which, if improperly released, could cause injury to members. Confidentiality of all member information including identification of a person as a member is assured to all members in accordance with all legal and regulatory agency requirements, including the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA); Privacy and Security laws. Policies and procedures are in place to guide personnel regarding the handling of protected health information.

- Personnel are strictly prohibited to access records of anyone who they do not have to access in the course of their work. In addition, this access should be limited to the work that is required to be done on behalf of the member. At no time should personnel access their own record or the records of family, friends, neighbors, and/or co-workers without following the appropriate procedures, including obtaining releases if applicable.
- Personnel must respect members' right to privacy. Personnel must not solicit private information from members unless it is essential to providing services or conducting evaluations or research. Once private information is shared, standards of confidentiality apply.
- Personnel may disclose confidential information when appropriate with valid consent from a member or a person legally authorized to consent on behalf of a member.
- Personnel must protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that personnel will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a member or other identifiable person. In all instances, personnel must disclose the

least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made must be revealed.

- Personnel must inform members and other interested parties, to the extent possible, about the disclosure of confidential information and the potential consequences when feasible before the disclosure is made. This applies whether personnel discloses confidential information on the basis of a legal requirement or member consent.
- Personnel must not discuss confidential information in any setting unless privacy can be ensured; this includes public or semipublic areas such as hallways, waiting rooms, elevators, and restaurants.
- Personnel must protect the confidentiality of members' written and electronic records and other sensitive information. Personnel must take reasonable steps to ensure that members' records are stored in a secure location and that members' records are not available to others who are not authorized to have access.
- Personnel must take reasonable steps to ensure that members' charts are stored electronically in their authorized electronic health record.
- Non-electronic records that are received must be scanned into the member's Electronic Health Record (EHR) in accordance with established protocol. Personnel must take reasonable steps to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, social media, electronic mail, facsimile machines, portable data devices, telephones (includes cellular, smart phones, and other wireless devices) and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information must be avoided whenever possible.
- Personnel must transfer and/or transport records in a manner that protects members' confidentiality and is consistent with all legal and regulatory requirements.
- Personnel must not disclose identifying information when discussing members and/or personnel for teaching or training purposes, unless the member has consented to disclosure of confidential information.
- Personnel must not disclose identifying information when discussing members with consultants unless the member has consented to disclosure of confidential information or there is a compelling need for such disclosure.
- Personnel must protect the confidentiality of deceased members or previous members consistent with the preceding standards.

#### Conflicts of Interest

- Personnel must be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Personnel must inform members when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the members' interests primary and protects members' interests to the **greatest** extent possible. In some cases, protecting members' interests may require termination of the professional relationship with proper referral of the member.
- Personnel must not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.
- Personnel must not engage in dual or multiple relationships with a member or a former member in which there is a risk of exploitation or potential harm to the member. In instances when dual or multiple relationships are unavoidable, personnel must take steps to protect members and are responsible for setting clear, appropriate, and culturally sensitive boundaries. (Dual or multiple relationships occur when personnel relate to members in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.)
- Personnel must disclose any potential conflicts of interest to their supervisor and other appropriate departments as soon as the conflict becomes evident (i.e., Human Resources or Quality Management) if applicable.

#### Relationships with Members and Members' Families

- Personnel must not engage in sexual activities, including flirtation and dating or sexual contact with current and/or previous members; it is personnel—not their members—who assume the full burden of demonstrating that the member has not been exploited, coerced, or manipulated, intentionally or unintentionally.

- Personnel must not engage in sexual activities or sexual contact with members' relatives or other individuals with whom members maintain a close personal relationship when there is a risk of exploitation or potential harm to the member. Sexual activity or sexual contact with members' relatives or other individuals with whom members maintain a personal relationship has the potential to be harmful to the member and may make it difficult for the personnel and member to maintain appropriate professional boundaries. Personnel—not their members, their members' relatives, or other individuals with whom the member maintains a personal relationship—assume the full burden for setting clear, appropriate, and culturally sensitive boundaries. Any personnel with a question regarding boundaries or relationships with members, members' relatives, or other individuals is expected to seek guidance and direction from her/his supervisor.
- Personnel must not provide clinical services to individuals with whom they have had a former or current sexual or other potentially boundary compromising relationship with. Providing clinical services to a former or current sexual partner has the potential to be harmful to the individual and is likely to make it difficult for the personnel and individual to maintain appropriate professional boundaries.

Personnel will **NOT**:

1. Provide members transportation in their own personal vehicles except as outlined in CODAC's policies and procedures,
2. Provide loans, childcare, or lodging in personnels' homes.
3. Borrow money from or engage in business relationships of any type, including fundraising efforts with a member or the member's family.
4. Promote any religious, cultural, or partisan beliefs to members.

#### **Business Gifts and Gratuities**

Personnel are prohibited from accepting or giving gifts or gratuities beyond common business courtesies of nominal value. Personnel will not accept or give kickbacks in return for obtaining, influencing, or rewarding favorable treatment in contracts, services, referrals, goods, or business, etc. Items beneficial for therapeutic services such as workbooks, self-help books, etc. are acceptable and *must be documented as such in the member's EHR*.

#### **Use of Member's Primary/Preferred Language and Cultural Competence**

- Personnel must understand culture and identity and its function in human behavior and society, recognizing the strengths that exist in all cultures.
- Personnel must obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.
- Personnel must have a knowledge base of their members' cultures and identity and be able to demonstrate competence in the provision of services that are sensitive to members' cultures and to differences among people and cultural groups.
- Primary Language
  - Services are provided to members in their primary/preferred language.
  - When appropriate or available, documentation (i.e., member rights, notices, service plans, etc.) must be provided to the member in the member's primary/preferred language.
  - See Informed Consent section for more information.

#### **Provision of Written Rights**

Upon intake or upon entry into a specific program, each CODAC member and/or their designated representative or guardian is provided with a written copy of the member rights. It is the policy of CODAC to make every reasonable effort to ensure that members understand their rights as recipients of services through the public system.

#### **Americans with Disabilities Act**

CODAC abides by and is committed to abide with the Americans with Disabilities Act and promotes equal access to all aspects of its organization to persons with disabilities. CODAC has a process for staff and members to request reasonable accommodations. Reasonable accommodations will be reviewed on a case-by-case basis and

whenever possible, reasonable accommodations will be made in order to ensure that access to services is available.

### **Member Responsibilities**

Members and their legal guardians are advised of their responsibilities at intake.

1. **Information Provision** - CODAC charges members and/or their legal guardians with the responsibility to provide, to the extent possible, the information needed for individualized care.
2. **Cooperation with Treatment** - CODAC informs members and/or their legal guardians of the expectation that the members and their legal guardians will follow the plans and instructions for care that have been agreed upon.
3. **Treatment Participation** - CODAC provides members and/or their legal guardians with notification of the expectation that they will strive to understand, to the degree possible, their own health and develop mutually agreed upon treatment goals.

### **Appointment of Representation**

CODAC ensures that members and their legal guardians have the right to appoint a designated representative to assist them in effectively participating in the treatment planning and/or formal complaint processes.

### **Advocacy**

CODAC assures members and/or their legal guardians and designated representatives' access to assistance in order to understand, exercise, and to assure protection of member rights. An advocate may be a parent, guardian, friend, peer advocate, relative, human rights advocate, member of a Human Rights Committee, an advocate from the State Protection and Advocacy System, or any other person who may assist a member in the protection of his/her rights.

Personnel may assist with the completion of documentation on behalf of members including witnessing, as requested and legally appropriate (i.e. advance directives, guardianship, and power of attorney).

### **Internal Problem Resolution**

CODAC provides internal resolution processes that involve members and their legal guardians in resolving complaints and concerns at the level closest to care delivery.

CODAC uses advocates in the community to facilitate the resolution of problems between members, guardians, family members, designated representatives, or other interested parties.

### **Grievance Procedure**

Pursuant to Arizona Administrative Regulations, CODAC provides a mechanism to address and resolve rights violations and dangerous, illegal, or inhumane conditions alleged to have occurred.

### **Appeal Procedure**

CODAC ensures that disputes concerning services for all members, regardless of member diagnosis or service funding source, are treated competently, expeditiously, and equitably.

### **Informed Consent**

CODAC assures that members and their legal guardians receive appropriate and necessary information regarding the benefits and risks of, as well as alternatives to, treatment so members may either choose or not choose to receive the treatment (except as provided by law).

- Personnel must provide services to members only in the context of a professional relationship based, when appropriate, on valid informed consent. Personnel must use clear and understandable language to inform members of the purpose of the services, risks related to the services, limits to services because of the requirements of a third party payer, relevant costs, reasonable alternatives, members' right to refuse or withdraw consent, and the time frame covered by the consent. Personnel must provide members with an opportunity to ask questions.
- In instances when members are not literate or have difficulty understanding the primary language used in the practice setting, personnel must take steps to ensure members' comprehension. This may include

providing members with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.

- In instances when members lack the capacity to provide informed consent, personnel must protect members' interests by seeking permission from an appropriate third party, informing members consistent with the members' level of understanding. In such instances, personnel must seek to ensure that the third party acts in a manner consistent with members' wishes and interests. Personnel must take reasonable steps to enhance such members' ability to give informed consent.
- In instances when members are receiving services involuntarily, personnel must provide information about the nature and extent of services and about the extent of members' right to refuse service.
- Personnel who provide services via electronic media (such as computer, telephone, TTY, and video conferencing) must inform recipients of the limitations and risks associated with such services, including instances where texting has been authorized by CODAC.
- Personnel must obtain members' informed consent before audio taping or videotaping members or permitting observation of services to members by a third party.

#### **Treatment Non-Compliance**

CODAC assures that members and their legal guardians receive appropriate and necessary information regarding non-compliance with treatment so that members and their legal guardians may make informed decisions as to their treatment or the treatment process.

#### **Participation in Treatment**

Participation of the member and their family, legal guardian, and other supports as appropriate, in all aspects of their treatment, will be actively solicited and encouraged, including in the development of members' individualized treatment plans.

#### **Information Sharing**

Within applicable legal limitations, CODAC may provide interested parties with pertinent information concerning the member's condition and course of treatment while also protecting the member's right to confidentiality.

#### **Firearms and Weapons**

CODAC strives to provide for member and personnel safety at all times. Firearms and other weapons are only allowed in accordance with Arizona state law and CODAC's policy, and any indications of unsafe behavior will be promptly addressed.

#### **Protective Services**

CODAC personnel are required by Arizona law to report suspected abuse or neglect of minors, or incapacitated or vulnerable adult members to the appropriate protective agency.

#### **Provider Clinical Personnel Information**

CODAC ensures that members and their legal guardians are given appropriate information regarding the clinical personnel providing their services. Appropriate information may include the personnel names and professional qualifications.

#### **Medication**

CODAC members have the right to be free from unnecessary or excessive medications. Members have the right to refuse medication. Members have the right to not have medication used for the convenience of the personnel as punishment, as a substitute for more appropriate treatment services, as a substitute for more appropriate treatment services, or in quantities that interfere with the member's treatment program. The member and/or legal guardian must provide informed consent.

#### **Experimental Treatment/Research**

CODAC does not participate in any form of experimental treatment. CODAC will support research or evaluation programs that focus on issues relevant to the treatment and rehabilitation of the various populations that are served. All research proposals will be guided by a recognized Institutional Review Board.

**Religious Services**

CODAC members have the right to religious freedom and practice, according to the preference of the member and/or their legal guardian, as appropriate. CODAC ensures that members in more restrictive CODAC treatment settings have access to religious services.

**Service Capabilities**

CODAC is dedicated to the development and utilization of a full and creative continuum of care, including integration of the mental and physical health of each member.

**Law and Regulation**

CODAC provides services within the framework of applicable federal and state law and regulations.

**II. Business and Professional Conduct****Business Conduct Privacy and Confidentiality**

Personnel must protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that personnel will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a member or other identifiable person. In all instances, personnel must disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made must be revealed.

- Personnel must protect the confidentiality of deceased members, previous members or personnel consistent with the preceding standards.

**Discrimination and Harassment Prohibited**

CODAC personnel will not discriminate or harass any member, member's family members, perspective member, personnel, or prospective personnel on the basis of race, ethnicity, gender, sex, sexual orientation, transgender identity, genetic information, age, religion, national origin, disability, marital status, veteran status, or any protected status under the law.

Discrimination and harassment, including sexual, is unacceptable and will not be tolerated. All personnel are expected to refrain from any behavior or conduct, which could be interpreted as discriminating or harassing. All personnel are expected to report such behavior. This policy applies to all phases of employment including recruiting, testing, hiring, upgrading, promoting or demoting, transferring, laying off, terminating, pay rates, benefits, selecting for training, travel, or agency social events.

- Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- Personnel must not use derogatory language in their written or verbal communications.
- Personnel must use accurate and respectful language in all communications.

**Drug/Tobacco/Smoke-Free Workplace**

To protect the interests of our colleagues and members, we are committed to an alcohol, drug, and smoke-free work environment. All personnel must report for work free of the influence of alcohol and illegal drugs.

Smoking and tobacco use is prohibited in all indoor and outdoor agency-owned and leased properties, including parking lots and adjacent properties. As an organization committed to supporting health, wellness and recovery – and entrusted with the care and treatment of members and personnel in our facilities – this policy acts on our knowledge that smoking and tobacco use poses a serious health risk.

**Accessibility Practices**

CODAC manages services based on the principle that such services must be provided following efficient and simple entry procedures that are free of administrative, procedural and geographic barriers.

**Integrity of Clinical Decisions**

CODAC believes that qualified health providers can best design and carry out treatment processes that will produce positive results in the least intensive/restrictive environment and in the shortest amount of time. CODAC strives to provide the most clinically appropriate services based upon established member needs, within established parameters of medical necessity.

**Communications with Colleagues**

CODAC personnel are expected to consult with colleagues in order to ensure the provision of quality care to CODAC members. Personnel will respect colleagues' professional opinions, using appropriate forums to express disagreements with such opinions.

**Representation of Qualifications and Credentials**

Qualifications and credentials of personnel will be accurately represented at all times. This includes personnel's and/or those of their colleagues' (including current job title and education).

**Best Practice Standards and Professional Growth Among Colleagues**

CODAC anticipates its personnel will not only take personal responsibility for their own continued professional growth through education and training opportunities, but that they will cooperate with colleagues in promoting common professional interests in order to improve CODAC's effectiveness.

**Conflicts of Interest**

Contractual relationships/employment opportunities and/or activities are considered carefully in regard to potential conflicts of interest. If a conflict is suspected, personnel must consult with HR regarding the possible conflict of interest. Potential conflicts involving the President/Chief Executive Officer will be referred to the Board of Directors.

**Honesty and Accurate Documentation**

It is the policy of CODAC Services, Inc. to provide services that fully comply with all federal, state, and local regulations and contractual obligations, and adhere to explicit ethical standards throughout all facets of the organization's obligations.

**Corporate Responsibility** – CODAC has a Corporate Compliance Program which requires personnel to report suspected cases of fraud, abuse, and waste, as well as any violations to applicable local, state, and federal laws. Personnel are encouraged to report any actual or potential wrongdoing they observe or suspect. Please refer to CODAC's Corporate Compliance Plan and Policy regarding mechanisms for reporting and investigation process. The confidential Corporate Compliance Hotline is Lighthouse 1-800-401-8004 (English) or 800-216-1288 (Spanish), or it can be accessed by [www.lighthouse-services.com/codac](http://www.lighthouse-services.com/codac) or [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (be sure to include "CODAC Behavioral Health Services" in this last email address since this is a generic address for all Lighthouse Services clients).

**False Reporting Prohibited** - CODAC personnel will not knowingly and willfully make or write any false statement to any governmental agency concerning CODAC or its providers. False statements include, but are not limited to, misrepresentations of services that were rendered, false certifications that services were medically necessary, "up-coding", and billing statements for services not actually rendered. Additionally, personnel are prohibited from making misstatements regarding CODAC's compliance with any governmental rules and provider facilities for which certification is required. Also, CODAC personnel may not assist a service provider in charging rates in excess of applicable federal healthcare program established rates. Finally, any CODAC personnel making such false statements or misstatements will be subject to discipline, up to and including, termination.

**Retaliation for Reporting of Fraud or Abuse Prohibited** - No CODAC personnel who reports suspected misconduct will be retaliated against or otherwise disciplined by CODAC or personnel; refer to CODAC's Corporate Compliance Program and Non-Retaliation Policy.

**Billing Practices/Prohibition of Fraud and Abuse**

No CODAC personnel will employ practices that are inconsistent with sound fiscal, business, medical or other professional practices. Practices that result in unnecessary cost to any funded healthcare programs or in

reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care are prohibited. Such prohibited practices include any intentional deception or misrepresentation made by personnel with the knowledge that the deception could result in some unauthorized benefit to herself/himself or some other person.

#### **Respect for Protected Information**

**Proprietary** - CODAC personnel will respect all copyright laws and licensing agreements while performing their job duties. Personnel will not utilize confidential business information to provide any unfair advantage to or detriment against CODAC. All employees must sign the Proprietary Information and Non-Disclosure Agreement.

Personnel will aim to efficiently utilize agency time, property, and funds for authorized CODAC business only and not for personal gain. Ownership of all materials developed during CODAC reimbursed time is the property of CODAC.

**Access to Personnel Records** - CODAC personnel records will be confidential and access to them limited to the personnel, President and Chief Executive Officer, Human Resources, and their immediate supervisor, and others only as permitted by applicable law and regulation.

#### **Environmental Protection**

CODAC strives to function in a manner which protects the Arizona environment. CODAC personnel will “reduce, reuse and recycle” resources whenever possible.

#### **Safety**

It is the policy of CODAC to operate in a manner safe for members, personnel, and the public. CODAC ensures facilities are accessible and smoke/tobacco free and that disaster and emergency response plans are in place and regularly practiced.

#### **Protection of Assets/Property**

Personnel are expected to respect and safeguard the personal property of members, visitors, personnel, and property owned by CODAC.

#### **Marketing Practices**

All principle information regarding CODAC officers and directors is publicly available information. All marketing materials will accurately reflect only currently available services and level of licensure and accreditations held.

#### **Conduct with Vendors/Contractors**

All personnel will treat suppliers, vendors, and contractors in a fair and impartial manner.

#### **Political Activity**

CODAC ensures that no public funds paid to CODAC or interest earned thereon, is used to influence any governmental legislative or administrative body in conjunction with awarding any contract; making any grant or loan; entering into any cooperative agreement; or extending, continuing, renewing, amending, or modifying any governmental contract, grant, loan, or cooperative agreement.

Further, CODAC maintains political neutrality and neither discriminates against or advocates for any individual or group on the basis of political beliefs or affiliations. However, because CODAC does advocate for the development of a quality health system in Arizona, personnel are charged with educating state policy makers about health issues. In providing such education, personnel will develop ongoing relationships with government positions and agencies. CODAC encourages its personnel to consider carefully their personal political activities for potential adverse effects on the personnel member’s effectiveness or CODAC’s public image.

### III. Peer(s)

The belief that **recovery is possible** for all who experience psychiatric, traumatic, or substance use challenges is fundamental to the practice of peer support. The likelihood of long-term recovery is increased with effective support. Peer support has been demonstrated through research and practical application to be highly effective. CODAC believes in the value of utilizing peers to assist in service delivery and member recovery efforts. Peers must adhere to all CODAC policies, procedures, and protocols, including this Code of Conduct, and must adhere to the National Practice Guidelines for Peer Supporters.

- Peer Support Personnel recognize and support that recovery looks different for everyone. They encourage and nurture peers to find their own voice. They will advocate for the right of all people to make their own decisions in all matters when dealing with other professionals, promoting concepts of shared-decision making.
- Peer Support Personnel will advocate for the full integration of individuals into their chosen community living environment.
- Peer Support Personnel will be directed by the knowledge that all individuals have the right to live in the least restrictive and most inclusive setting possible.
- Peer Support Personnel will maintain high standards of personal conduct, modeling accountable relationships, and fostering their own recovery.

### IV. Compliance with this Code

Numerous laws, regulations, and professional codes of conduct define and establish obligations for the healthcare industry with which CODAC and its personnel must comply. This Code of Conduct is neither exclusive nor complete, and is intended to provide basic guidance to CODAC personnel. More inclusive guidance will be found in individual CODAC Policies and Procedures, particularly the personnel and member handbooks. Guidance not provided by this Code or through CODAC Policies and Procedures is available through an individual's supervisors, and applicable management personnel.

### V. Amendments to this Code

Executive Leadership will direct the review of this Code and the preparation of any amendments to it. The CODAC Board of Directors will approve any amendments to this Code by Resolution.

### VI. References

Community Partnership of Southern Arizona Ethics and Conduct  
United States Code, Titles 18 and 42  
Arizona Revised Statutes Title 36, Chapter 5  
Arizona Administrative Code, Title 9  
Community Partnership of Southern Arizona Provider Manual  
Community Partnership of Southern Arizona Policies and Procedures Manual  
Community Partnership of Southern Arizona Member Handbook  
Community Partnership of Southern Arizona Compliance Plan  
CODAC's Policies and Procedure  
CARF Standards  
Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA)  
International Association of Peer Supporters