

**NORTHEAST MICHIGAN COMMUNITY MENTAL HEALTH AUTHORITY**

**POLICY & PROCEDURE MANUAL**

**PERSONNEL**

(Manual Section)

**CODE OF ETHICAL BEHAVIOR**

(Subject)

Approval of Policy:

Dated:

Original Inception Date:

May 10, 2001

Last Revision of Policy Approved:

November 7, 2019

•1 **POLICY:**

The Agency shall enforce its code of ethical behavior. In addition, staff shall follow the code of ethics related to their profession.

The Agency's Code of Ethical Behavior will be reviewed and discussed during orientation for all staff and minimally annually thereafter as part of the Corporate Compliance training. Documentation of training records demonstrating employees and contractors' acceptance of the code of ethical behavior shall be maintained. This code will also be available to the public, at their request.

Certified Peer Support Specialists are bound to the Michigan Certified Peer Support Specialists Code of Ethics as well as the Agency Code of Ethical Behavior.

•2 **APPLICATION:**

All employees  
Contractors

•3 **DEFINITIONS:**

•4 **CROSS-/REFERENCES:**

Policy 3125 Credentialing  
Policy 3060 – Conflict of Interest

•5 **FORMS AND EXHIBITS:**

[Exhibit A -- Code of Ethical Behavior](#)  
[Exhibit B – Michigan Certified Peer Support Specialists Code of Ethics](#)

•6 **PROCEDURE:**

None

## CODE OF ETHICAL BEHAVIOR

Northeast Michigan Community Mental Health Authority acknowledges and accepts a responsibility to the consumers and communities it serves to conduct business and consumer care operations within a consistent ethical framework as defined by its mission, vision and core values and related policies and procedures.

Northeast Michigan Community Mental Health Authority, its management, clinical staff and employees will conduct consumer care and all other business operation in an ethical manner consistent with its mission, vision and core values. These ethical practices will occur in, but are not limited to, the areas of consumer care and consumer rights; billing and collection practices; marketing and community relations; admission, transfer and discharge practices; and avoidance of conflicts of interest in contractual relationships.

Quality consumer care and services are the primary concern of Northeast Community Mental Health Authority, regardless of financial, cultural or religious consideration. Therefore, the following principles will guide all of its relationships.

### Community Relationships

Northeast Michigan Community Mental Health Authority will take a leadership role in the enhancement of public mental health and continuity of care in the communities it serves. This will be done through collaboration with other organizations, professionals and community services to improve access to and availability of mental health care services; mental health and prevention education; and other related services or programs.

Northeast Michigan Community Mental Health Authority may use marketing and/or advertising practices in an effort to educate the public; report to the community; increase awareness of services; increase support for the organization or recruit employees. All advertising and marketing strategies will support the organizational mission, vision and core values and will be truthful, fair, accurate, complete and sensitive to the needs of the community. False or misleading statements, which may lead uninformed persons to draw false conclusions about Northeast Michigan Community Mental Health Authority, its competitors or other mental health care providers are considered to be unethical and therefore, unacceptable.

### Consumer Relationships

Northeast Michigan Community Mental Health Authority will strive to ensure the integrity of all clinical decisions made within the organization. All treatments or other interventions will be based on the specific needs of the consumer, regardless of compensation issues, risk relationships and other business or contractual issues. This integrity will be maintained through the following ongoing activities:

- Quality Improvement Process
- Person Centered Planning
- Performance Improvement Activities
- Consumer Rights Activities

Northeast Michigan Community Mental Health Authority will verify that all healthcare professionals and organization with which it is formally or informally affiliated, have appropriate credentials and/or accreditation and participate in organized programs to assess and assure improvement in quality of care

Northeast Michigan Community Mental Health Authority will provide ongoing programs for Utilization Review and Quality of Care Record Review. In cooperation with the clinical staff, these services will work to assure reasonable continuity of care and will inform consumers and their families or significant others of the need for change in the type of services.

To respect and promote the consumer's rights to participate in care decisions, Northeast Michigan Community Mental Health Authority will assure that the Person Centered Planning process is strictly adhered to.

Northeast Michigan Community Mental Health Authority will respect and accommodate, whenever possible, the religious and cultural beliefs and customs of its consumers and their families or significant others.

### **Organizational Relationships**

Northeast Michigan Community Mental Health Authority recognizes and supports the licensing entities and professional ethical codes of ethics.

Northeast Michigan Community Mental Health Authority will ensure that employee compensation, benefits and personnel procedures will be administered fairly and equitably.

### **Witnessing of Legal Documents**

Northeast Michigan Community Mental Health Authority shall allow staff who are deemed a Michigan Notary Public to witness legal documents presented by staff/persons served as long as no conflict of interest exists.

**Michigan Certified Peer Support Specialists Code of Ethics  
2014**

Certified Peer Specialists will maintain high standards of personal conduct in a manner that fosters recovery.

Certified Peer Specialists will practice and promote Person Centered Planning and Self-Determination with those they serve.

Certified Peer Specialists will advocate for the full integration and/or re-integration of individuals into the communities of their choice and will promote the value of these individuals in those communities. Certified Peer Specialists will be directed by the knowledge that all individuals have the right to live in a safe and the least restrictive environment.

Certified Peer Specialists will actively pursue recovery in their own lives as well as role model recovery for others.

Certified Peer Specialists will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with their colleagues and those they serve.

Certified Peer Specialists will, when appropriate, openly share their recovery stories and be able to identify and describe the supports that promote their recovery.

Certified Peer Specialists will respect the privacy and confidentiality of those they serve.

Certified Peer Specialists will, at all times, respect the rights and dignity of those they serve.

Certified Peer Specialists will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, gender, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state.

Certified Peer Specialists will never intimidate, threaten, harass, use undue influence, physical force or verbal abuse, or make unwarranted promises of benefits to the individuals they serve.

Certified Peer Specialists will never engage in sexual/intimate activities with the consumers they serve.

Certified Peer Specialists will not exchange gifts of significant value with those they serve.

Certified Peer Specialists will not abuse substances under any circumstances.

Certified Peer Specialists will honor all agency guidelines, policies and principles of conduct.