

Fountain of Hope Family Services Inc.
10326 Greenbrier Parkway
Oklahoma City, Ok 73159



Employee Hand Out
Copy

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This Code of Conduct has been adopted by the **Executive Director** of (**FOHFS agency**). The purpose of this Code of Conduct is to provide **standards** by which employees of the **FOHFS Agency** must conduct **themselves** in order to protect and promote **FOHFS Agency**-wide integrity and to enhance the **FOHFS Agency's** ability to achieve the mission of **FOHFS Agency**.

D. Principle 1 – Legal Compliance

FOHFS Agency will strive to ensure all activity by or on behalf of the **FOHFS Agency** is in compliance with applicable laws, rules and regulations.

The following standards are intended to provide guidance to employees and management to assist them in their obligation to comply with applicable laws, rules and regulations. The standards are neither exclusive nor complete. Employees are required to comply with all applicable laws, rules and regulations, whether or not specifically addressed in these policies. All questions regarding the existence of, interpretation or application of this plan should be directed to **FOHFS's Agency Compliance Officer**.

All **FOHFS** employees will not sign any legal documents on behalf of clients or on behalf of the **FOHFS Agency**,

E. Standard 1.1 – Tax

As for profit entity, **FOHFS Agency** has a legal and ethical obligation to act in compliance with applicable laws, rules and regulations, to engage in activities in furtherance of its charitable purpose, and to ensure that its resources are used in a manner which furthers the public good rather than the private for personal interests of any individual. Consequently, **FOHFS Agency** and its employees will avoid compensation arrangements and excess of fair market value, will accurately report payments to appropriate taxing authorities, and will file all tax and information returns in a manner consistent with applicable laws.

F. Standard 1.2 - Fraud, Abuse, and Waste

FOHFS Agency expects its employees to refrain from conduct which may violate the fraud and abuse laws. These laws prohibit (1) direct, indirect or disguised payments in exchange for the referral of patients; (2) the submission of false, fraudulent or misleading claims to any governmental entity or third party payer, including claims for services not rendered, claims which characterize the service differently than the service actually rendered, or plans which do not otherwise comply with applicable program or contractual requirements; and (3) making false representations to any person or entity in order to gain or retain participation in a program or to obtain payment for any service. **FOHFS Agency** expects its employees to refrain from conduct that may cause unnecessary waste.

G. Standard 1.3 – Lobbying/Political Activity

FOHFS Agency expects each of its employees to refrain from engaging in activities which may jeopardize the tax exempt status of **FOHFS Agency**, including a variety of lobbying and political activities.

- a. No individual may make any agreement to contribute any money, property, or services of any officer or employee at **FOHFS's Agency** expense to any political candidate, party **FOHFS Agency**, or committee for individual in violation of any applicable law. Officers and employees may personally participate in and contribute to political agencies or campaigns, but they must do so as individuals, not as representatives of **FOHFS Agency**, and they must use their own funds.
- b. Where its experience may be helpful, **FOHFS Agency** may publicly offer recommendations concerning legislation or regulations being considered. In addition, it may analyze and take public positions on issues that have a relationship to the operations of **FOHFS Agency** when **FOHFS's** experience contributes to the understanding of such issues.
- c. **FOHFS Agency** has many contacts and dealings with governmental bodies and officials. All such contacts and transaction shall be conducted in an honest and ethical manner. Any attempt to influence the decision-making process of governmental bodies or officials by an improper offer of any benefit is absolutely prohibited. Any request for demands by any governmental representative for any improper benefits should be immediately reported to **FOHFS's Agency** Compliance Officer.

H. Standard 1.4 – Environmental

It is the policy of **FOHFS Agency** to manage and operate its business in a manner which respects our environment conserves natural resources. **FOHFS's Agency** employees will strive to utilize resources appropriately and efficiently, to recycle where possible and otherwise dispose of all waste in accordance with applicable laws and regulations, and to work cooperatively with the appropriate authorities to remedy any environmental contamination for which **FOHFS Agency** may be responsible.

I. Standard 1.5 – Discrimination

FOHFS Agency believes that the fair and equitable treatment of employees, people we serve and another person is critical to fulfilling its vision and goals. It is the policy of the **FOHFS** to treat the people we serve without regard to the race, color, religion, sex, ethnic origin, age socioeconomic, or abilities of such person, or any other classification prohibited by law.

It is the policy of **FOHFS Agency** to recruit, hire, train, promote, assigning,

transfer, layoff, recall and terminated employees based on their own ability, achievement, experience and conduct without regard to race, color, religion, sex, ethnic origin, age, socioeconomic status, or abilities, or any other classification prohibited by law.

No form of harassment or discrimination on the basis of sex, race, color, abilities, age, religion, socioeconomic status, or ethnic origin or abilities or any other classification prohibited by law will be permitted. Each allegation of harassment or discrimination will be properly investigated in accordance with applicable **FOHFS Agency** personnel policies.

J. Principle 2 – Business Ethics

In furtherance of the **FOHFS's Agency** commitment to the high standards of business ethics and integrity, employees will accurately and honestly represent the **FOHFS Agency** and will not engage in any activity intended to defraud anyone of money, property or services.

The standards set forth below are designed to provide guidance to ensure that its business activities reflect the high standards of business ethics and integrity. Employee conduct not specifically addressed by these standards must be consistent with Principle 2.

K. Standard 2.1 Honest Communication

The **FOHFS Agency** requires candor and honesty from individuals in the performance of their responsibilities and in communication with its attorneys, regulators and auditors. No employee shall make false or misleading statements to any individual whom we serve or other person or entity doing business with the **FOHFS Agency** about any individuals, persons or entities doing business or competing with the **FOHFS Agency**, or about the products or services of the **FOHFS Agency** or its competitors.

L. Standard 2.2 – Misappropriation of Proprietary Information

The **FOHFS's Agency** employees shall not misappropriate confidential or proprietary information belonging to another person or entity nor utilize any publication, documents, computer program, information or product in violation of the third party's interest in such product. All of the **FOHFS's Agency** employees are responsible to ensure they do not improperly copy for their own use documents or computer programs in violation of applicable copyright laws or licensing agreements. All employees must comply with the **FOHFS's Agency** confidentiality policy. Employee shall not utilize confidential business information obtained from competitors, including foster parent lists, contracts or

other information in violation of a covenant not to compete, prior employment agreements, or any other manner likely to provide an unfair competitive advantage to the **FOHFS Agency**.

M. Principle 3 - Confidentiality

FOHFS's Agency employees shall strive to maintain confidential information in accordance with applicable legal and ethical standards.

FOHFS Agency and its employees are in a position to have access to a broad variety of confidential, sensitive and proprietary information, the inappropriate release of which could be injurious to the people we serve, **FOHFS's Agency** business partners and **FOHFS Agency** itself. Every employee of **FOHFS Agency** has an obligation to actively protect and safeguard confidential, sensitive and proprietary information in a manner designed to prevent the unauthorized disclosure of information.

N. Standard 3.1 – Information Related to the People We Serve

All employees of **FOHFS Agency** have an obligation to conduct themselves in accordance with the principle of maintaining the confidentiality of information from within about people we serve in accordance with all applicable laws and regulations. Employee shall refrain from revealing any such personal or confidential information unless in accordance with applicable law and **FOHFS's Agency** policies. If questions arise regarding an obligation to maintain the confidentiality of information or the appropriateness of releasing information, employee should seek guidance from **FOHFS Agency** management or **FOHFS's Agency** Compliance Officer.

The United States Department of Health and Human Services (HHS) has issued standards for the Privacy of Individually Identifiable Health Information (Privacy Rule) which became effective on April 14, 2003, establishing a set of national standards for the protection of health information. The Privacy Rule standards address the use and disclosure of Protected Health Information as well as standards for an individual's privacy rights to understand and control how their health information is used. The Office of Civil Rights, within HHS has the responsibility for implementing and enforcing the Health Insurance Portability and Accountability Act (HIPAA) Privacy regulations. All employees receive training related to confidentiality and HIPAA Privacy regulations prior to being responsible for Protected Health Information and have an obligation to follow all applicable confidentiality and HIPAA policies and procedures. These policies and procedures are related to confidentiality, individual access and amendment of Protected Health Information and communication preferences.

If questions arise regarding an obligation to maintain the confidentiality of information or the appropriateness of releasing information, employee should seek

guidance from **FOHFS Agency** management or **FOHFS's Agency** corporate compliance officer. Employees should contact the **FOHFS Agency** management or the corporate compliance officer if they have questions about a specific **HIPAA** related policy or procedure.

All licensees shall explain the required limitations of confidentiality imposed by a mandating authority when working with Patients who have been mandated for counseling services. Licensees shall also explain what type of information and with whom that information is shared prior to the beginning of counseling. The mandated Patient has the right to refuse services and the licensee shall, to the best of their ability, explain the consequences possibly imposed by the mandating authority of refusing the counseling services.

At no time shall licenses conduct searches using internet-based search engines and/or social media applications to gather information about Patients.

O. Standard 3.3 - Proprietary Information

Information, ideas and intellectual property assets **FOHFS Agency** are important to organizational success. Information pertaining to **FOHFS's Agency** competitive position or business strategies, payments in reimbursement information, and information relating to negotiations with employees or third parties should be protected and shared only with

While not all inclusive, the following will serve as a guide to the types of activities by a covered person, or hold member of employees having a need to know such information in order to perform their job responsibilities. Employees should exercise care to ensure that intellectual property rights, including patents, trademarks, copyrights and software is carefully maintained and managed to preserve and protect its value.

P. Standard 3.4 - Personnel Actions/Decisions

The salary, benefits and other personnel information relating to employees shall be treated as confidential. Personnel files, payroll information, disciplinary matters and similar information shall be maintained in a manner designed to ensure confidentiality in accordance with applicable laws. Employees will exercise due care to prevent the release or sharing of information be on those persons who may meet such information to fulfill their job function.

Q. Principle 4 - Conflicts of Interest

Advisory, officers and key employees owe a duty of undivided and unqualified loyalty to the **FOHFS Agency**. Persons holding such positions may not use their

positions to profit personally or to assist others and profiting in any way at the expense of **FOHFS Agency**.

All covered persons are expected to regulate their activities so as to avoid actual impropriety and/or the appearance of impropriety which might arise from the influence of those activities on business decisions of **FOHFS Agency**, or from disclosure or private use of business affairs or plans of **FOHFS Agency**.

R. Standard 4.1 - Outside Financial Interests_such person, which might cause conflicts of interest:

- a. Ownership in or employment by any outside concern which does business with **FOHFS Agency**. This does not apply to stock or other investments held in a publicly held corporation, provided the value of the stock or other investments does not exceed 5% of the corporation's stock. **FOHFS Agency** may, following a review of the relevant facts, permit ownership interests which exceed these amounts if management concludes such ownership interests will not adversely impact **FOHFS's Agency** business interest or the judgment of the covered person.
- b. Conduct of any business not on behalf of **FOHFS Agency**, with any vendor, supplier, contractor, or **FOHFS Agency**, or any of their officers or employees.
- c. Representation of **FOHFS Agency** by a covered person in a transaction in which he or she or a hold member has a substantial personal interest.
- d. Disclosure or use of confidential, special or inside information of or about **FOHFS Agency**, particularly for personal profit or advantage of the covered person or hold member.
- e. Competition with **FOHFS Agency** by a covered person directly or indirectly or in the purchase, sale or ownership of property or property rights or interests, or business or investment opportunities.

S. Standard 4.2 - Services for Competitors/Vendors

No cover person shall perform or render services for any competitor of **FOHFS Agency** or for any **FOHFS Agency** with which **FOHFS Agency** does business or which seeks to do business with the **FOHFS Agency** outside of the normal course of his/her employment with **FOHFS Agency** without the approval of the executive director. Nor shall any such employee be a trustee, officer, or consultant of such an **FOHFS Agency**, nor permitted his/her name to be used in any fashion that would tend to indicate a business connection with such **FOHFS Agency**.

T. Standard 4.3 - Participation on Boards of Advisory

- a. The covered person must attain approval from the Executive Director prior to serving as a member of the Board of Advisory of any **FOHFS Agency** whose interests may conflict with those of **FOHFS Agency**.

- b. A covered person who is asked to serve on the Board of Advisory of any **FOHFS Agency** whose interest would not impact **FOHFS Agency** (for example, civic, most charitable, fraternal and so forth) will not be required to obtain such approval.
- c. All fees/compensation (other than reimbursement for expenses arising from Board participation) that I receive for Board services provided during normal work time shall be paid directly to **FOHFS Agency**.
- d. A covered person must disclose all Board of Advisory activities in the annual conflict of interest disclosure statement.
- e. **FOHFS Agency** retains the right to prohibit membership on any Board of Advisory where such membership might conflict with best interest of **FOHFS Agency**.
- f. Questions regarding whether or not Board participation might present a conflict of interest should be discussed with a member of the Executive Management Team.

U. Standard 4.4 - Honoraria

Employees are, with the permission of their supervisor, encouraged to participate as faculty and speakers at educational programs and functions. However, any honorary of in excess of \$100 shall be turned over to **FOHFS Agency** unless the employee used paid time off to attend the program or that portion of the program for which the honoraria is paid.

V. Standard 4.5 - Dual Relationships

A multiple relationship occurs when an employee is in a professional role with a person and (1) at the same time is in another role with the same person, (2) at the same time is in a relationship with a person closely associated with or related to the person with whom the employee has the professional relationship, or (3) promises to enter into another relationship in the future with the person or a person closely associated with or related to the person. An employee refrains from entering into a multiple relationship if the multiple relationships could reasonably be expected to impair the employee's objectivity, competence, or effectiveness in performing his or her functions as an employee, or otherwise risks exploitation or harm to the person with whom the professional relationship exists. Multiple relationships that would not reasonably be expected to cause impairment or risk exploitation or harm are not unethical. If an employee finds that, due to unforeseen factors, a potentially harmful multiple relationships have arisen, the employee takes reasonable steps to resolve it with due regard for the best interests of the affected person and maximal compliance with their professional ethics code or **FOHFS Agency** Code of Ethics. All licensees shall abide by the standards regarding establishing social media-based relationships with patients. They shall not engage in personal virtual (social media driven) relationships with Patients. Licensees who engage in social media

driven relationship with ex-patients shall use best Clinical judgment in determining whether to enter into this new relationship. The new relationship must not be exploitative toward the ex-Patient.

Principle 5 – Business Relationships

Business transactions with vendors, contractors and other third party shall be transacted free from authors or solicitation of gifts and favors or other improper inducements in exchange for influence or assistance in a transaction.

The standards set forth below are intended to guide key employees in determining the appropriateness of the listed activities are behaviors within the context of **FOHFS's** business relationships, including relationships with vendors, providers, contractors, third party payers and governmental entities. It is the intent of **FOHFS Agency** that this policy be construed broadly to avoid even the appearance of improper activity. If there is any better concern about whether specific conduct are activities are ethical or otherwise appropriate, you should contact the agencies compliance officer.

W. Standard 5.1 – Gifts and Gratuities

In it is the **FOHFS's Agency** desire to all times preserve and protect its reputation and to avoid the appearance of impropriety. Consequently:

- a. **Gifts from people whom we serve.** Employees are prohibited from soliciting tips, personal gratuities or gifts from people we serve and their family members, and from accepting monetary tips or gratuities. Employees may accept gratuities and gifts of a nominal value from the people we serve and their family members. If a person we serve or another individual wishes to present a monetary gift, he/she should be referred to a member of the executive management team.
- b. **Gifts influencing decision-making.** Employees shall not accept gifts, favors, services, entertainment for other things of value to the extent that decision-making or actions affecting the **FOHFS** might be influenced. Similarly, the offer for giving of money, services or other things of value with the expectation of influencing the judgment or decision-making process of any purchaser, supplier, customer, government official or other person by the **FOHFS** is absolutely prohibited. Any such conduct must be reported immediately either to the Executive Director or the **FOHFS's** compliance officer.
- c. **Gifts from existing vendors.** Employees may retain gifts from vendors, which have a nominal value. **FOHFS Agency** has made no attempt to define “nominal” as a specific dollar value. Rather, the **FOHFS** expects its employees to exercise good judgment and discretion in accepting gifts). If an employee has any concern whether gift should be accepted, the employee should consult with his/her supervisor. To the extent

possible, these gifts should be shared with the employees' coworkers. Employees shall not accept excessive gifts, meals, expensive entertainment or other authors of goods or services which have more than a nominal value nor may solicit us from vendors, suppliers, contractors or other persons.

- d. **Vendor sponsored entertainment.** At a vendor's invitation, an individual may accept meals or refreshments at the vendor's expense. Occasional attendance at a local theater or sporting event, or similar entertainment as enter expense may also be accepted. In most circumstances, a regular business representative of the vendor should be in attendance with the employee.

Nothing in this policy shall prohibit a supervisor from establishing stricter rules relating to the acceptance of gifts, gratuities or other things of value from vendors.

X. Standard 5.2 – Workshops, Seminars and Training Sessions

Attendance at local, vendor-sponsored workshops, seminars and training sessions is permitted. Attendance, at vendor expense, act out-of-town seminars, workshops in training sessions is permitted only with the approval of an employee's supervisor.

Y. Standard 5.3 – Contracting

Employees may not utilize "insider" information for any business activity conducted by or on behalf of the **FOHFS**. All business relations with contractors must be conducted an arm's length both in fact and an appearance and in compliance with the **FOHFS's** policies and procedures. Employees must disclose personal relationships and business activities with contractor personnel, which may be construed by an impartial observer as influencing the employees' performance or duties. Employees have a responsibility to obtain clarification from an edge meant employees on questionable issues which may arise and to comply, where applicable, with **FOHFS's Agency** conflict of interest policy.

Z. Standard 5.4 – Business Inducements

FOHFS's Agency employees shall not see the gain any advantage through the improper use of payments, business courtesies or other inducements. Offering, giving, soliciting or receiving any form of a ride or other improper payment is prohibited.

Appropriate commissions, rebates, discounts and allowances are customary in acceptable business inducements provided that they are approved by **FOHFS's** management and that they do not constitute illegal or unethical payments. Any such payments must be a reasonable in value, competitively justified, properly documented, and made to the business entity to whom the original agreement or

invoice was made are issued. Such payment should not be made to individual employees or agents of business entities.

In addition, employees may provide gifts, entertainment and meals of nominal value to the **FOHFS's** customers, current and prospective business partners and other persons when such activities have a legitimate business purpose and are reasonable and consistent with all applicable laws.

Principle 6 – Protection of Assets

All employees will strive to preserve and protect the **FOHFS's** assets by making prudent an effective use of **FOHFS's** resources and properly and accurately reporting its financial condition.

The standards set forth below are intended to guide key employees by articulating **FOHFS's Agency** expectations as they relate to activities or behaviors which may impact **FOHFS's Agency** financial health which reflect a reasonable and appropriate use of the assets of a nonprofit entity.

Standard 6.1 – Internal Control

FOHFS Agency has established control standards and procedures to ensure that assets are protected, improperly used and that financial records and reports are accurate and reliable. All employees of the **FOHFS** share the responsibility for maintaining and complying with required internal controls.

Standard 6.2 – Financial Reporting

All financial reports, accounting records, research reports, expense accounts, other documents must accurately and clearly represent the relevant facts or the true nature of the transaction. Improper or fraudulent accounting, documentation or financial reporting is contrary to the policy of **FOHFS Agency** and may be in violation of applicable laws.

Standard 6.3 – Travel and Entertainment

Travel and entertainment expenses should be consistent with the employee's job responsibility and the agencies needs and resources. It is **FOHFS's** policies that an employee should not suffer a financial losses or if financial gain as a result of business travel and entertainment. Employees are expected to exercise reasonable judgment in the use of **FOHFS's** assets and to spend **FOHFS's Agency** assets as carefully as they would spend their home. Employees must also comply with **FOHFS's** policies relating to travel and entertainment expense.

Standard 6.4 – Personal use and FOHFS's Agency assets

All property in business of **FOHFS Agency** shall be conducted in a manner

designed to further the **FOHFS's** interest rather than the personal interest of an individual employee. Employees are prohibited from the unauthorized use or taking of **FOHFS** equipment, supplies, materials, assets, or services. Prior to engaging in any activity on company time which will result in remuneration to the employee or the use of **FOHFS** equipment, supplies, materials, assets, or services for personal or non-work related purposes, employee shall obtain the approval of a member of the Executive Management Team.

Principle 7 – Professional Responsibilities

All therapists are expected to adhere to the code of ethical practice and professional conduct as specified in **Section 437-5-01** of the Oklahoma Administrative Code.

The rules of ethical practice and conduct shall apply to the conduct of all licensed counselor.

Standard 7.1 – Integrity

All staff members of **FOHFS Agency** will carry out their job and professional responsibilities with integrity, treating those with whom they work or have professional relationships in a dignified, respectful, honest and fair manner.

Standard 7.2 – Propriety

All employees will maintain high standards of personal moral conduct when engaged in **FOHFS** business and professional activities. Personal standards and conduct are private matters except when such conduct may compromise work or professional responsibilities, or reduce public confidence in the **FOHFS's Agency** mission.

Standard 7.3 – Avoiding Harm

All employees will act in the best interest of those toward whom they have professional responsibilities, to include avoiding doing harm. It is expected that employees conduct themselves in a manner not to inflict either emotional or physical harm toward any person, to include patients (or prospective patients), family members or significant others. Employees should never partake in punching, shaking, striking, spitting, swearing, verbal or physical abuse, to include racial or personal slights, or insensitivity in one's interactions with a Patient or others.

Standard 7.4 – Non-Discrimination

1. **FOHFS Agency** employees will not engage in and will act to prevent discriminatory behaviors based on age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, socioeconomic status, HIV/AIDS status, veteran's status, or any basis proscribed by law.

2. Where personal or cultural differences could significantly affect best practice intervention with a particular individual, family or group, employees will seek and obtain the supervision and training necessary to ensure that the intervention is unbiased, competent and culturally appropriate.

Standard 7.5 – Sexual Harassment

1. **FOHFS Agency** employees will not engage in and will act to prevent sexual harassment.
2. **FOHFS Agency** employees will follow **FOHFS Agency** personnel policy on sexual harassment.

Standard 7.6 – Duality of Relationships

Employees will take into consideration the potential harm that intimate, social or other non-professional contacts and relationships with consumers, their family members, foster parents, colleagues and supervisees could have on those with whom may have a professional relationship. Employees should be aware that any relationships, outside of a professional one, could affect professional objectivity, judgment and performance.

1. Employees will avoid any conduct that would lead a reasonable person to conclude that the employee might be biased or motivated by personal interest in the performance of their duties.
2. Whenever feasible, employees should avoid professional relationships when a pre-existing non-professional relationship is present.
3. Employees should discuss past, existing and potential dual relationship concerns with their supervisor and resolve them in a manner that avoids harming and/or exploiting affected persons.

Standard 7.7 – Personal Problems

1. Employees will not perform professional activities when they know or should know that personal problems, mental health concerns or substance abuse/dependents could impede professional judgment and performance.
2. When such problems could affect performance, employees should inform their supervisor who will assist in determining if the employee should limit, suspend or terminate their professional duties. Employees are strongly encouraged to obtain professional help to alleviate performance issues due to personal problems.

Standard 7.8 – Documentation of Professional Work

1. **FOHFS Agency** professionals should accurately and truthfully document their professional work according to an **FOHFS Agency** policy, licensing and/or legal requirements in order to ensure accountability and continuity in provision of services to the consumer.
2. Professional employees recognize the expectation to maintain documentation in a complete and thorough manner.
3. Employees will meet the professional code of conduct as it pertains to licensure around documentation issues.
4. Employees acknowledge that the lack of maintaining completion of documentation constitutes a violation of professional practice and maybe a violation of Patient's rights (such as not having a current individualized service plan).
5. Employees acknowledge that a failure to maintain a professional standard of documentation may constitute a breach of professional ethics and result in a report to the state regulatory board and/or **FOHFS Agency**-administered disciplinary action.
6. Employees acknowledge the responsibility in witnessing documents and agree to follow ethical guidelines.

8. Standard 8.8 – Social media Code of Conduct

Social Media Code of Conduct

- ↔ Restrict personal use of social networks while using the organization's property
- ↔ Desktop computers, laptops, and hand held devices
- ↔ No interference with professional responsibilities
- ↔ Social media games prohibited
- ↔ Prohibited statements and materials
- ↔ Defamatory content
- ↔ Racially offensive
- ↔ Discrimination
- ↔ Pornography
- ↔ Personal attacks
- ↔ Illegal activity
- ↔ Promotion of private ventures (services, campaign, political organization)