



Community Counseling Center of Central Florida, LLC

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2021 AGENCY BUSINESS CODE OF ETHICS/CONDUCT

Community Counseling Center of Central Florida, LLC (CCCCF) believes that in order to aid in the delivery of services and care consistent with the values and best practices of the organization, the following set of principles are adopted to govern the behavior of all staff including employees, independent contractors, and Master's level student interns in their interaction with the persons served and the community at large.

Ethical Principles

Principle 1: Confidentiality

All employees, independent contractors and Master's level student interns have an obligation to maintain the confidentiality of all clients in the care of CCCCCF, to the fullest extent outlined in the Code of Federal Regulations, Title 42 CFR, Part 2, HIPAA and all relevant Florida and Federal statutes.

Principle 2: Client Relationships

The staff members of the organization have a primary responsibility to respect the integrity and promote the welfare of the clients served. It is wholly inappropriate to engage in any relationship outside the professional services rendered. Sexual conduct of any kind, between staff members and clients is a violation of the ethical principles (as well as legal standards) of this organization and must not be considered at any time. Conflicts in relationships (dual relationships) will be avoided. The exchange of gifts, money and/or gratuities of any substantial value is not allowed. Such situations may be permissible if of nominal value and of therapeutic benefit to the client and/or stakeholder. All such exchanges are to be documented in the client record and/or reported to leadership. Awareness and demonstration of appropriate professional boundaries shall be maintained at all times.

Principle 3: Professional Competence

CCCCF will employ persons who possess the level of credentials and experience necessary to perform the services provided by the program and/or function. Staff members must always strive toward self-improvement through continuing education and self-assessment. CCCCCF will conduct all Human Resources/Workforce Development undertakings to assure the public that staff are competent and safe professionals.

Principle 4: Human Resources/Contractual Relationships/Fund Raising

The CCCCCF CEO, Dr. Corrie Kindyl, will recruit qualified applicants and will provide screening to match the needs of the agency in filling the position(s) and will assist in the selection process in any way required including support for and interviewing applicants. Staff employed and/or contracted for employment of any kind will work with corporate compliance principles in mind and adhere to those standards. Personal fundraising at the office is allowed at the discretion of Dr. Corrie Kindyl. Such situations shall be insignificant in nature such as selling Girl Scout Cookies or raising money for a non-profit society (i.e. marathon to raise money for breast cancer research).

Principle 5: Business Ethics, Legal Conduct and Marketing

CCCCF staff members must conduct business with the highest standards of business ethics and legal conduct. When working with other individuals or companies on behalf of CCCCCF, appropriate standards of behavior must be maintained to ensure the operating success of the organization and the respectful treatment of each other.

Principle 6: Public and Professional Relations

Staff members are to maintain a high level of ethical conduct in order to protect the public image of the organization. When conduct of a staff member reflects negatively on the image of the organization, the agency has an obligation to take appropriate action.

Principle 7: Research and Publication

If research is to be conducted by the organization or any staff member within the organization, the welfare of client's served is the highest priority. Participation in any research must be voluntary and with informed consent, and no harmful effects can come to anyone participating. As a general rule, CCCCCF does not conduct nor participate in any type of research.

Principle 8: Public Trust, Fiduciary Responsibility & Corporate Citizenship

Staff members of CCCCCF have an obligation to perform their duties in a manner that is consistent with the prudent and legal use of public funds. We accept the privilege of service as a commitment to those we serve and to the community as a whole. As agents of public service, we must consistently demonstrate a strong work ethic, a high regard for customer service, and truthfulness in all business transactions. CCCCCF is committed to demonstrating excellent corporate citizenship by its participation in the three area Central Florida Children's Cabinets (Seminole, Orange and Osceola Counties).

Principle 9: Investigations and Acting on Ethical Violations

Any violation of these principles by employees, independent contractors or Master's level student interns working at CCCCCF may result in disciplinary action, up to and including termination. Staff members who witness or have knowledge of ethical violations have an obligation to report such violations to Dr. Corrie Kindyl.

Principle 10: Social Media

Staff members follow guidelines about their use of social media both professionally and personally. They follow CCCCCF's Social Media's policies and procedures and are administratively trained on best practices upon hire (essentially for their safety). In order to maintain appropriate professional boundaries, staff are strongly encouraged to keep their social media accounts private. Furthermore, as part of best practices staff all have a Communications Policy that they share with their client at intake outlining the expectations for communications between staff and clients especially in regards to social media.

Principle 11: Service Delivery

CCCCCF follows strict guidelines with regards to the exchange of gifts, monies and gratuities. Generally speaking, there is no exchange of goods for services. There may be a rare exception and if so it will adhere to both legal and ethical standards as set forth by the Florida Department of Health (Medical Quality Assurance) and the American Counseling Association (ACA) and/or the Association for Marriage and Family Therapy (AAMFT). A gift such as a picture drawn by a child is acceptable, a gift card to say thank you in the amount of \$100 is not appropriate. When in doubt or for exceptionalities legal council may be consulted. In conclusion, the exchange of gifts, money and/or gratuities of any substantial value is not allowed. Such situations may be permissible if of nominal value and of therapeutic benefit to the client and/or stakeholder. All such exchanges are to be documented in the client record and/or reported to leadership. Awareness and demonstration of appropriate professional boundaries shall be maintained at all times.

Principle 12: Personal Property

CCCCCF aims to protect, safeguard and respect the personal property of clients served, visitors to the building, and CCCCCF staff. Efforts are made to prevent theft and cameras with respective privacy notifications are placed/posted throughout the CCCCCF property.

Principle 13: Prohibition of Waste, Fraud, Abuse and Other Wrongdoing

CCCCCF takes extremely seriously the responsibility of reducing/eliminating waste, prohibiting fraud in all form and manners, prohibiting abuse of any kind and in general maintaining high ethical standards in order for wrongdoing to NOT occur. CCCCCF has very specific Corporate Compliance Standards that are implemented and monitored routinely for adherence to. Staff are trained annually in these topics. Posters displaying CCCCCF's commitment to addressing these issues are posted throughout the lobby of the CCCCCF office.

Principle 14: Conflict of Interest

It is the policy of CCCCCF that employees, consultants, members of governing bodies, and others involved in federally funded activities (TANF) from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private financial gain for themselves or others, such as those with whom they have family, business, or other ties.