



Cortland County Mental Health Department

CODE OF ETHICS

MISSION STATEMENT

Cortland County Department of Mental Health is dedicated to serve the Cortland Community through a person-centered, quality of care that provides messages of hope and support in navigating the recovery process.

VISION

To provide timely access to collaborative, high quality treatment for all individuals affected by behavioral health disorders on their journey to recovery. This is achieved through prevention, education, therapeutic and rehabilitation services.



The Cortland County Mental Health Department believes in a client/family centered approach to care. The best way to meet the needs of clients is through person centered and person driven services that includes an interaction between the clients' providers. The Mental Health Department provides various services including outpatient clinic services, continuing day treatment, family support services, and single point of access.

Our Code of Ethics provides us with a guide to apply our culture and values to build and preserve respect with our clients, governments, communities, partners, representatives, and each other, so we can achieve our mission.

1. Respect with Clients

- a.) We will work to support client skills and strengthen a client's natural support systems;
- b.) We will approach work from a person centered and person driven perspective;
- c.) We acknowledge that services are a client's choice and partner with the client to attain desired life goals;
- d.) We will assure that the confidentiality and safety of all client information is protected;
- e.) We will assure that there is a medical necessity for the services provided to the client;
- f.) We will assure that services are provided in an empowering and respectful manner to the client;
- g.) We will advocate and collaborate on behalf of clients and our organization, with integrity and respect;
- h.) We will commit to excellence and maintain public trust in all that is done on behalf of those served by the Cortland County Mental Health Department.
- i.) We will honor the dignity and worth of every client and will not discriminate on the basis of race, color, national origin, religion, gender, ethnicity, age, sexual orientation or ability to pay for services;



2. Respect with Governments and Communities

- a) We commit to respecting the regulations where we do business. This helps us to build respect with governments and strengthen the communities where we live and work.

3. Respect with Each Other

- a.) We will foster healthy communication amongst each other
- b.) We will strive toward each team member having a manageable caseload, promoting work-life balance
- c.) We will put forth effort to show appreciation for each other, creating a strong sense of purpose and value
- d.) We will focus on the individual strengths of team members while providing the opportunity for collaboration with each other
- e.) We will follow all Mental Health Department policies and procedures

4. Respect with our Board and the Public

- a.) We will respect the use of Social Media on behalf of Cortland County MHD by not posting any content on employees' personal, individual social media accounts, which includes but is not limited to Facebook, Twitter, YouTube, LinkedIn, Instagram, Snapchat and Blogs (See ***CCMHD Social Media policy***). This includes content that is a known client's personal health information, including images on any social media site.
- b.) We will not share confidential or proprietary financial, intellectual property, client care or similar sensitive or private content

5. Respect with our Contractors

- a.) We will hold ourselves to high ethical standards, and we expect our representatives, who are the partners that work on our behalf, to meet the standards we set for ourselves.



Compliance and Conflict of Interest

We work ethically and with integrity to ensure that our services and business activities are conducted in an objective manner and are not motivated by desire for personal or financial gain.

We do this by agreeing to the following processes:

- a.) We will respect all federal, state, and local laws & regulations, in addition to Cortland County Mental Health Department policies.
- b.) We will not engage in any arrangement or participate in such arrangement at the direction of another person, including any supervisor or manager that may result in the submission of a false or misleading entry on claims forms or documentation of services;
- c.) We will report human resource violations such as sexual harassment and discrimination to the supervisor, Compliance Officer or Director of Community Services;
- d.) We will report concerns about safety or quality of care to the supervisor, Compliance Officer or Director of Community Services;
- e.) We will disclose areas of potential fraud, abuse, suspected violations of the Code of Ethics or similar wrongdoing to the supervisor, Compliance Officer or Director of Community Services;
- f.) We will disclose to the supervisor, Compliance Officer or Director of Community Services areas of potential conflict of interest (see CCMHD **Conflict of Interest** policy) where a financial or personal situation may appear to place into question your:
 - i.) Business judgment;
 - ii.) Ability to deliver services; and/or
 - iii.) Ability to do your job;
- g.) We will disclose to the supervisor, Compliance Officer or Director of Community Services any suspected retaliation against an individual for reporting a possible violation or participating in an investigation;
- h.) We will treat any disclosure related to this Code of Ethics in accordance with the Mental Health Department's Confidentiality Policy and without fear of retribution or retaliation (see CCMHD **Whistleblower** policy).

Our Commitment

We respect our organization and agree to maintain a professional environment, keeping in mind the mission of Cortland County Mental Health Department. We understand that we all play an important role to ensuring our clients receive the best treatment possible. Keeping our Code of Ethics at the forefront of all that we do at CCMHD, we will accomplish our goals as a Team.



**Any questions regarding this document should be directed to
our Cortland County Mental Health Department Compliance Officer Patty Schaap
at pschaap@cortland-co.org | 607.428.5473**