Complaint Procedure

The Code of Ethics policy includes procedures regarding investigating, time frames, and acting on violations of the Code of Ethics. Copies of the Code of Ethics policy and procedure may be obtained from any staff person upon request.

You have the right to have an advocate you trust who can help you with the complaint process. In no case shall HAMHDS punish or retaliate against anyone for reporting a violation of the Code of Ethics. To initiate this procedure, please contact your Case Manager/Clinician or the HAMHDS Human Rights Coordinator.

If you have any questions you may contact the HAMHDS Human Rights Coordinator at (804) 727-8514.

Conflict of Interest Disclosure

All employees shall comply with State and Local Government Conflict of Interests Act, of the Code of Virginia, Chapter 31 (§2.2-3115 et seq.), as amended. Any officer or employee of local government who has a personal interest in any transaction before the governmental or advisory agency of which he is an officer or employee and who is disqualified from participating in that transaction pursuant to subsection A of § 2.2-3112 or otherwise elects to disqualify himself, shall forthwith make disclosure of the existence of his interest, including the full name and address of the business and the address or parcel number for the real estate if the interest involves a business or real estate and his disclosure shall be reflected in the public records of the agency for five years in the office of the administrative head of the officer's or employee's governmental or advisory agency.

As indicated in the County of Henrico, Human Resources Policies and Procedures, Section 13.1 Job Practices, specifically secondary employment, "without prior written approval, no employee shall engage in any other employment or work either within or outside of the County or to an extent that affects, or is likely to affect, his performance as a County employee."

Our Vision

We envision an inclusive, healthy, safe community where individuals lead full and productive lives.

Our Values

Excellence, Dignity, Partnership

Policy

It is the policy of the Henrico Area Mental Health & Developmental Services that all full and part-time employees, contractors , peer recovery specialists, students and volunteers, (collectively referred to as "staff") and board members shall adhere to the following code of ethics.

These ethical standards shape the culture and norms of the administrative and service operations and standardize practices. It is expected that all staff and board members will perform their duties in compliance with all federal, state, and local regulations and in accordance with the guidance set forth. It shall be the Executive Director's responsibility to plan for the education of staff and board members and establish procedure for reporting and investigating violations of the code of ethics.

This brochure is an abbreviated version of the code of ethics. A full copy of the Code of Ethics policy may be obtained from any staff person (HAMHDS Policy and Procedures Chapter 1).

Henrico Area Mental Health & Developmental Services does not discriminate on the basis of race, color, age, religion, gender, national origin, disability, or any characteristic protected by law (except where such is a bona fide occupational qualification).

Revised 7/19 HAMHDS ADM627

CODE OF ETHICS

Henrico Area Mental Health & Developmental Services

Serving the Counties of Henrico, Charles City, and New Kent

10299 Woodman Road
Glen Allen, VA 23060
804.727.8500
804.727.8580 (fax)

Professional Conduct

Henrico Mental Health and Developmental Services (HAMHDS) staff are expected to behave in an ethical and highly professional manner as outlined below:

- Respect the worth, dignity and advocacy efforts of each individual.
- Adhere to Agency Policies and Procedures.
- Decline gifts of value (gifts, money, gratuities) from an individual receiving services, family member or stakeholder, as outlined in the Henrico County Human Resources Policies and Procedures.
- Decline personal favors or benefits that may reasonably be construed as influencing their conduct.
- Adhere to HAMHDS' Values.
- Adhere to HAMHDS' Fundraising Policy.
- Staff shall refrain from witnessing legal documents such as powers of attorney or guardianship. Staff may witness advance directives when necessary.

Clinical Practices

- Staff shall uphold the ethical clinical standards as delineated in the respective statutes and regulations governing professional practice (e.g. regulations governing the practices of Professional Counseling, Nursing, Medicine, Social Work, Psychology, and Peer Recovery Specialists).
- Staff shall not employ or engage individuals receiving services for personal business in a paid or volunteer capacity. Individuals receiving services may be hired as County employees within the service and administrative operations of HAMHDS.
- Staff shall not engage in close personal friendships and/or intimate relationships or financial relationships with individuals receiving services and/or family members served by the services of the Board. Staff are discouraged from providing their personal telephone numbers and addresses. Individuals receiving services can access staff after-hours in emergencies through the Emergency Services Program.
- Staff shall not conduct personal business while providing services to clients.

Business & Human Resource Practices

- All financial, purchasing, personnel, facility development, and information technology practices will comply with Henrico County procedures.
- All reimbursement practices shall be in compliance with HAMHDS' Reimbursement Policy.
- All employees and contractors have a duty to report suspected falsification of information or fraudulent activities, waste or abuse by any employee, contractor or vendor of HAMHDS. If an employee suspects fraud, waste, or abuse, they should immediately report it to the Human Rights Coordinator in accordance with HAMHDS' Reporting and Investigation Policy, and the Executive Director should be notified.
- Employees of Henrico County are required to adhere to Henrico County's Human Resources Policies and Procedures. Staff and Board members are required to adhere to the Henrico Area Mental Health & Developmental Services Policies and Procedures and the Code of Virginia.
- Services are available to all individuals in Henrico, Charles City and New Kent Counties who meet established eligibility criteria, as delineated in each program's admission criteria, within available resources.
- The collection and understanding of input from individuals receiving services, the community, and stakeholders is encouraged and valued.
- All marketing of services and education of the community regarding services shall be based on accurate information regarding staffing, competency, education, training, experience, and ability to perform services.

Social Media

Work Related

- All County sponsored social media sites shall adhere to the Henrico County and HAMHDS' Social Media Policies and Procedures.
- Only HAMHDS employees authorized by the Executive Director or his/her designee(s) may use approved social media to conduct business.
- Use of social media must adhere to the highest ethical standards in representing the County of Henrico to the public.
- No protected health information shall be disclosed without authorized permission. This also includes photographs.

Personal Use of Social Media

- Staff are free to express themselves as private citizens on social media to the degree that their content does not impair professional relationships in the workplace, impede the performance of their job duties or negatively affect the public perception of Henrico County.
- Staff may not utilize social media in a manner which could lead the reader to believe such postings represent the official position of Henrico County.
- Staff shall not disclose confidential, sensitive, or copyrighted information to which they have access because of their position with the County.