

## Together for Youth's Code of Conduct

Confidence in Together for Youth (TFY) depends on our employees' demonstrating the highest standards of honesty, integrity and professional conduct at all times. Modeling behavior which reflects best practice standards coupled with the highest ethical standards instills the trust and confidence required to successfully and safely serve youth and families and satisfy state, federal and county regulatory requirements.

TFY has established policies and procedures, including those outlined in this Employee Handbook, to help guide employee conduct and ensure the best possible work environment. TFY expects employees to familiarize themselves with and follow all agency policies and procedures as well as all applicable laws, regulations and best practice standards (COA). In addition, TFY's professional code of conduct identifies the following key professional behaviors expected of employees when interacting with clients, families, foster parents, coworkers, volunteers, customers and whenever staff is representing the agency in the community. While this list is not all-inclusive, all employees are expected to honor the spirit and principles of this policy and in so doing be guided by the following code.

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### Professional Behaviors

- Staff will treat all stakeholders with respect, dignity and fairness.
- Staff is expected to value the relationship we have with our clients, customers and other stakeholders by modeling courteous and professional behavior.
- Staff will avoid engaging in power struggles with any of our stakeholders. If disagreements should arise, staff is expected to model positive problem-solving strategies.
- Staff will refrain from engaging in off duty behaviors which could bring negative attention to the agency or run contrary to the standards set forth in this policy. This policy is not intended to prohibit any of the following lawful activities: (1) political activities, such as campaigning or fund-raising; (2) legal recreational activities; (3) the legal use of consumable products off company property and outside of working time; or (4) membership in a union or the exercise of rights related to union activity. Nothing in this policy is intended to restrict your rights under the NLRA or other applicable law.
- Staff will come to work on time at their assigned work location and will remain at work until the end of their scheduled workday unless otherwise approved by their supervisor.
- Staff will use appropriate language. Staff will not use profane or otherwise abusive language when communicating with clients, coworkers or other stakeholders where the language used is uncivil, insulting, contemptuous, vicious or malicious. The use of threatening, bullying, intimidating or derogatory remarks to stakeholders on or off premises is prohibited.
- Staff will role model honest behaviors. Dishonesty, lying about the need for time away from work, falsifying information requested by TFY, alteration of TFY records or other documents or any other dishonest behavior is prohibited.
- Staff will model good sportsmanship and supportive coaching behavior when engaged

in recreational activities with youth. Staff will refrain from any aggressively competitive behaviors during youth/family focused recreational activities.

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#### Professional Behaviors Related to Reducing Risk

- Staff will avoid engaging in any activity with youth which has the potential to be harmful or damaging (e.g., horseplay with youth).
- Staff will supervise and monitor the whereabouts of youth in their charge at all times. The safety of the youth is of paramount concern. If a youth is or appears to be injured or suffering from an adverse medical condition, staff will immediately provide and/or seek medical assistance. After an incident such as a fight or serious horseplay, youth will be evaluated by a medical professional. If the youth refuses to be medically evaluated, staff will document the refusal as well as any injuries according to the *Agency's Incident Reporting* policy.
- Any staff charged with the direct supervision and/or treatment of youth and/or family members are prohibited from using personal cell phones and other personal electronic devices while engaged in these work responsibilities.
- Staff has a responsibility to manage, reduce and/or report risk when it exists in their area of responsibility or whenever they become aware of it in other program areas.
- Staff has a responsibility to report activities which are illegal or fraudulent and/or which violate agency policies and state and federal laws, in accordance with TFY's *Whistleblower Policy* and *Corporate Compliance Program*.
- Staff will fully cooperate with authorized agency and /or regulatory investigations by honestly reporting information and being transparent.
- Staff taking prescribed medication will secure their medication out of view in their vehicle when on duty.
- Only agency approved evidence-informed treatment practices are permitted when working with youth and families.
- Staff will refrain from provoking a fight or fighting during working hours, on TFY premises or with any TFY stakeholder.

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#### Other Professional Code of Conduct Expectations

- Staff will maintain professional boundaries with clients, foster parents, coworkers, customers and volunteers and otherwise adhere to TFY's *Interpersonal Boundaries* Policy. The professional relationship must never be exploited for personal gain, financial interests, sexual gratification or any other potentially harmful purpose. Staff will avoid entering into business relationships or becoming personally or intimately involved with clients. If a former client contacts a staff after discharge, staff must inform their supervisor of the contact and together they will decide on a plan to provide short-term assistance or support as needed.
- All TFY staff are Mandated Reporters and, as such, will report suspected cases of abuse and maltreatment/neglect of clients in accordance with law and TFY's *Mandated Reporting Policy and Procedure*. Mandated reporters are required to personally and immediately make a report when they have reasonable cause to suspect abuse or neglect of a vulnerable person, including any client receiving residential services, to the Justice Center by calling the Vulnerable Persons' Central

Register (VPCR) at 1-855-373-2122. Mandated Reporters are also required to report all Significant Incidents regarding vulnerable persons to the Justice Center by calling the VPCR at 1-855-373-2122. If employees have reasonable cause to suspect abuse or maltreatment of children in family and foster homes, they must report it to the Statewide Central Register of Child Abuse and Maltreatment (SCR) at 1-800-635-1522.

- Staff who administer or otherwise come into contact with medications in their professional capacity will adhere to the safe prescription, administration, storage and disposal of medication as set forth in TFY's *Medication Control and Administration Policy*.
- All administrators, supervisors, direct care and support staff who work with youth at the Group Homes and Detention Programs will abide by TFY's *Behavior Management Policy*, and will use Therapeutic Crises Intervention (TCI) as the sole method of behavior management.
- Staff will report all Critical Incidents and Significant Incidents in accordance with TFY's *Incident Reporting Policy*.

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#### Illegal or Unethical Behaviors

- Staff will not falsify records including but not limited to, financial records, employment records, time sheets, mileage records, expense forms and client records.
- Theft, fraud, dishonesty, misappropriation of, or intentionally damaging property belonging to the agency, a coworker, a client, or an agency visitor is prohibited.

TFY employees are required to understand and fully comply with the behaviors, policies and procedures established by these behavior expectations and other policies set forth in this Employee Handbook or otherwise established by TFY. Any employee who fails to do so or who encourages, directs, facilitates or permits either actively or passively non-compliant behavior will be subject to disciplinary action, up to and including termination.