



**SERENITY HOUSE
OF VOLUSIA, INC.
CORPORATE COMPLIANCE
CODE OF ETHICS
P.O. Box 2196
Daytona Beach, FL 32115**

**Ethics Hotline: 252-4228 Ext. 14
May leave anonymous voice mail
message if you wish.
(Fraud, abuse and waste)**

**Corporate Compliance Officer:
252-4228 Ext. 14 (any questions or problems regarding your rights)**

It is the mission of Serenity House of Volusia, Inc. To provide a full range of services, including long term care, to indigent adults with serious substance abuse disorders.

Code of Ethics Mission

It is the responsibility of each member of the Serenity House staff, governing board members, ministrations, and employees to act in a manner that is consistent with this statement and supporting policies. Our behavior will be guided by the following principles:

- a.) All clients, employees, physicians, and visitors deserve to be treated with dignity, respect, and courtesy.
- b.) We will fairly and accurately represent ourselves and our capabilities.
- c.) We will maintain the highest level of professional and ethical standards in the conduct of our business.
- d.) We will provide services to meet the identified needs of our clients and will constantly seek to avoid the provision of those services which are unnecessary.
- e.) We will adhere to a uniform standard of care throughout the organization.

The organization will consistently strive to abide by and expand on these principles.

CODE OF ETHICS

The purpose of this code of ethics is to provide a structure which all employees, regardless of discipline, must adopt for the delivery of services to our clients.

Commitment to the Employing Organization

1. All employees shall work to carry out the policies and procedures of Serenity House and to try to improve the efficiency and effectiveness of services.

2. Such activities shall be carried out through approved organizational channels and follow the chain of supervision.
3. Serenity House staff shall work to eliminate and prevent any unlawful discrimination against any person or group.
4. Ethical standards and rules of conduct apply to all employees, management and executive staffs, our governing body, and any independent contractors who might be working at Serenity House.
5. We are committed to complying with all applicable federal, state and local laws and program regulations as well as the policies and procedures of Serenity House with emphasis placed on preventing waste, fraud and abuse.

Ethical Responsibility to Clients

1. No Serenity House employee shall exploit relationships with clients for personal advantage. Any type of sexual behavior or personal involvement with clients is prohibited. This includes dating clients, allowing clients to visit employee's homes, or providing shelter for clients in the employee's home.
2. The employee shall provide clients with accurate and complete information regarding the extent and nature of the services available to them.
3. The employee shall recognize boundaries of competence and provide only the services for which they are trained. Advice and counsel of colleagues and supervisors should be obtained when in the best interest of the client's care.
4. The employee shall consider client needs and continuity of care when transfer or termination of client services are planned or anticipated.
5. With the client's consent, each employee shall make every effort to work with families or significant others in a way which benefits the client.
6. The Serenity House employees and staff at all levels shall not allow a client to engage in work, paid or unpaid, for the employee's benefit; nor shall the employee accept a gift of more than nominal value from a client without the express permission of the compliance committee.

Rights and Prerogatives of Clients

1. When the employee must act on behalf of a client, the interests and rights of that client shall be safeguarded.
2. When another individual has been legally authorized, pursuant to Chapter 744, 394, or 397 of Florida Statutes, to act on behalf of a client, the employee shall deal with that person with the client's best interest in mind.
3. Employees shall not engage in any action that violates or diminishes the civil or legal rights of clients.

Confidentiality and Privacy

1. Confidentiality is the protection and privacy rendered to clients by law. The employee should respect the privacy of clients and hold in confidence all information obtained in the course of services.
2. It is the policy of Serenity House that all information concerning clients is confidential. This includes the fact that a person has or has not received services from Serenity House.

Ethical Responsibilities of Employees

1. All staff shall uphold and advance the values, ethics, knowledge, and mission of their respective areas of work and their profession. Staff from all disciplines shall work cooperatively to ensure quality care.
2. Employees shall not exploit professional relationships for personal gain nor accept compensation for making or accepting a referral.
3. The employee shall be responsible for the quality and extent of the services that the individual assumes, assigns, or performs. This includes keeping current with knowledge relevant to their field and sharing this knowledge with fellow employees.
4. Employees shall not use their positions with Serenity House to impose their personal beliefs on others.
5. It is each employee's responsibility to be familiar with our corporate compliance program, ethics and personal behavior policies and procedures. Claims of ignorance, good intentions or using poor judgment will not be accepted as excuses for noncompliance. Violations of the law or agency policies and procedures will result in disciplinary action from warnings or reprimands up to and including termination of employment.
6. Maintaining ethical standards is in everyone's interest. . If you know of a problem, you cannot remain silent, you must step forward to help solve it. All staff shall take action through appropriate channels against unethical or illegal conduct by any other staff member.

Ethical Responsibilities of "Supervisors"

1. Supervisors have a special responsibility to create and sustain a work environment in which employees know that ethical and legal behavior is expected of them.
2. Supervisors will be held accountable for ensuring that their employees understand and apply the ethical standards required at Serenity House.
3. Supervisors must listen to employees and act on their concerns. Leadership requires setting a personal example of high ethical standards in the performance of your job.
4. The term "Supervisor" is used throughout the policies and procedures of Serenity House in the general sense. It means any person who directly supervises an agency employee whether that person's actual title is Supervisor, Manager, Director, Executive Director, Board Member or other officer of the company.