



LCCMH Code of Ethics and Professional Conduct

I, _____, understand and agree that it is my responsibility to serve Lapeer County Community Mental Health (LCCMH) in a professional and ethical manner and abide by the following Standards of Conduct.

Standards of Conduct

1. Commitment to Persons Served

Promote dignity, respect, safety, recovery and person-centered services while protecting the rights and well-being of persons served.

Our commitment

- Uphold the dignity, worth, and human rights of every individual
- Provide services that are person-centered, self-directed, trauma-informed, and culturally responsive
- Safeguard persons served from abuse and neglect
- Take reasonable action when a person served poses a clear and imminent danger to self or others

Prohibited conduct

- Discriminate based on race, ethnicity, culture, age, gender, sexual orientation, spiritual beliefs, political beliefs, socioeconomic status, marital status, language, or any other protected characteristic
- Engage in inhumane, illegal, or unethical practices

2. Confidentiality and Privacy

Protect the confidentiality and privacy of persons served and their protected health information (PHI).

Our commitment

- Access records only when necessary for job duties
- Obtain proper consent prior to disclosing PHI
- Discuss persons served information only in private settings
- Secure documents and electronic devices containing PHI

Prohibited conduct

- Discuss persons served in public or with unauthorized individuals
- Access records of relatives, friends, acquaintances, or others without authorization or job-related need
- Remove or copy PHI without authorization
- Share login credentials or allow unauthorized access to systems
- Post information about persons served on social media or online

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3. Professional Boundaries, Integrity, and Competence

Maintain professional boundaries, demonstrate ethical conduct, and practice competently. Protect persons served from exploitation, maintain professional integrity, and ensure services are delivered safely and responsibly. Certified Peer Support Specialists (CPSS), Recovery Coaches, Parent Support Partner (PSP), or Youth Peer Support Specialists (YPSS) may have unique boundaries with persons served.

Our commitment

- Maintain objective, professional relationships at all times
- Practice within the scope of training, competence, privileging, certification, and licensure using LCCMH approved therapies
- Participate in required professional development activities
- Seek consultation or supervision when professional guidance is needed
- Recognize personal limitations, biases, or conflicts that may impact services and refer or transfer the person served when it's in their best interest
- Disclose pre-existing relationships with persons served by using LCCMH Form #423
- Protect persons served from exploitation, coercion, or misuse of professional power

Prohibited conduct

- Engage in dual, personal, or exploitative relationships with persons served
- Engage in sexual or romantic relationships with persons served
- Borrow or lend money, exchange gifts of significant value, participate in personal fundraising, or establish social media or online connections with persons served, unless a pre-existing relationship has been properly disclosed
- Falsify credentials, education, qualifications, documentation or professional experience
- Provide services when impaired
- Witness external documents for persons served (such as guardianship, powers of attorney, advanced directives, etc.)

4. Documentation and Record Integrity

Create and maintain documentation that is accurate, timely, complete, and truthful to support safe, ethical, and lawful services.

Our commitment

- Document services, decisions, and communications accurately and within required timeframes
- Correct documentation errors according to policy and legal requirements
- Maintain records in a manner that support continuity of care, accountability, and compliance

Prohibited conduct

- Falsify, backdate, destroy, or alter records improperly
- Document services that were not provided or alter records to support billing
- Use another person's signature, credentials, or account to create or modify documentation

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5. Respectful Workplace Conduct

Treat colleagues, supervisors, persons served, families, community partners, and others with professionalism, respect, and civility.

Our commitment

- Communicate respectfully and professionally, including during disagreement or conflict
- Work collaboratively and support a safe, inclusive, and professional environment
- Follow LCCMH policies and procedures
- Use organizational resources appropriately

Prohibited conduct

- Engage in bullying, harassment, intimidation, threats, or abusive conduct
- Use discriminatory, demeaning, or retaliatory language or behavior
- Use alcohol or illegal drugs at work or report to work under the influence
- Undermine teamwork or workplace safety through unprofessional conduct
- Supervisors will not engage in dual/exploitive relationships with supervisees and/or other staff

6. Ethical Business Practices and Marketing

Conduct business, outreach, and marketing activities honestly, transparently, and in compliance with applicable laws and regulations. Represent services accurately, protect public trust, and avoid practices that could improperly influence referrals, funding, or service decisions.

Our commitment

- Represent LCCMH services, programs, and outcomes truthfully and accurately
- Provide clear, honest information to persons served, families, contracted providers, community partners, and the public
- Conduct outreach and marketing activities consistent with ethical practices and laws
- Ensure referrals and service recommendations are based solely on clinical need and individual choice
- Protect confidential information during community outreach, presentations, and marketing activities
- Use the LCCMH name, logo, and affiliation only for authorized business purposes
- Follow LCCMH policies regarding social media, confidentiality, and public communication

Prohibited conduct

- Misrepresent qualifications, services, outcomes, or program availability
- Use misleading advertising, testimonials, or promotional materials
- Recruit individuals served for private business, political activity, religious affiliation, or personal financial benefit
- Use agency resources, branding, or relationships for unauthorized personal promotion
- Share or disclose identifiable information about individuals served for marketing purposes without proper authorization

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7. Conflicts of Interest

Avoid actual, potential, or perceived conflicts of interest that could interfere with professional judgment, decision-making, or the best interest of persons served or the organization.

Our commitment

- Perform duties objectively and in the best interest of persons served and LCCMH
- Disclose actual, potential, or perceived conflicts of interest
- Remove ourselves from decision-making, service provision, or supervisory activities when a conflict exists

Prohibited conduct

- Use our position for personal gain or improper influence
- Influence referrals, business decisions, or service access for personal or financial benefit
- Accept gifts, favors, or incentives that could compromise professional judgment
- Engage in outside employment or business activities that create conflicts of interest without disclosure and approval using LCCMH Form #422

8. Reporting Obligations and Non-Retaliation

Maintain an ethical, safe, and compliant organization without fear of retaliation. Concerns may be reported to the Recipient Rights Officer, Corporate Compliance Officer, or Human Resources Manager, including anonymous reporting options.

Our commitment

- Report known or suspected
 - Recipient Rights violations, abuse, or neglect
 - Child/adult abuse, neglect, exploitation, or threats of harm to self or others as required by law
 - Compliance violations, fraud, waste, abuse, or unethical conduct
 - Confidentiality breaches
 - Safety concerns or risks affecting individuals served, staff, or the public
- Report our own errors or potential violations honestly and promptly
- Cooperate fully and honestly with audits, reviews, and investigations

Prohibited conduct

- Ignore known or suspected violations or unethical conduct
- Retaliate against, intimidate, or penalize any individual who reports concerns in good faith
- Provide false information or interfere with an investigation, audit, or review

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Acknowledgment and Signature

I acknowledge that I have received, reviewed, and understand the Lapeer County Community Mental Health (LCCMH) Code of Ethics and Professional Conduct. I understand that I am expected to comply with this Code, related policies and procedures, and applicable legal and professional requirements. I agree to seek guidance when I have questions and to report concerns or suspected violations promptly through appropriate channels.

Name: _____

Signature: _____

Date: _____