



FAMILIES FIRST OF FLORIDA ETHICAL CODE OF CONDUCT

The following narrative summarizes the Code of Ethics prescribed by FAMILIES FIRST OF FLORIDA (FFF). All employees and contractors must adhere to the principles and requirements contained herein.

That my primary goal is building resiliency and assisting in recovery of symptoms for the client and the client's family.

That I have a total commitment to provide the highest quality of care to those who seek my professional services. I shall evidence a genuine interest in all clients and do hereby dedicate myself to the best interests of my clients and to helping them help themselves.

That I will be willing to recognize when it is in the best interest of my clients to release them and refer them to another program or another helping individual. I will not engage in professional relationships with personal relatives or friends that may jeopardize the personal relationship.

That I will not exploit relationships with current or former clients for personal gain.

That I shall not, under any circumstances, engage in sexual activities with any current or former client.

That I shall adhere to the rules of confidentiality of all records, materials, and knowledge concerning any client.

That I shall not in any way discriminate between clients or fellow professionals based on race, color, creed, age, sex, sex identification or sexual orientation.

That I shall respect the rights and views of my fellow counselors and other professionals.

That I shall maintain respect for institutional policies and management within the agencies and will take the initiative toward improvement of such policies and management when it will better serve the interest of my clients.

I shall not perform any personal marketing on FFF property or with FFF clients.

I shall not use FFF social media postings in a way that could mislead or have a negative impact on the agency, personnel, or clients.

I shall not use FFF contractual relationships for my own personal gain.

I shall not conduct personal fundraising on FFF properties without express permission from the management.

I shall not make any false or misleading marketing statements.

I shall not witness legal documents for personal gain or whenever a conflict of interest is present.

That I have a continuing commitment to assess my own personal strengths, my limitations, my biases and my effectiveness. I shall continuously strive for self-improvement and professional growth through further education and training.

Conflicts of Interest: Employees must avoid having a personal, business, financial, or other interest, activity or relationship, outside FFF that has or may be in conflict with FFF or its clients. Any material transaction or relationship that may give rise to an actual or perceived conflict of interest should be discussed with the Vice President of Support Services.

Conflicts of interest may include, but are not limited to, the following situations:

- **Outside Employment-** employees should not perform work or render direct consulting or managerial services for an organization that competes or does business with FFF without appropriate approval from management.
- **Having a personal, social, or romantic relationship** with a client, prospective client or their family/caregivers. FFF prohibits workforce members, including volunteers and interns, from engaging in sexual activity with any persons serviced.
- **Managers or supervisors** may not engage in a sexual, romantic, or dating relationship with subordinate employees.
- **Accepting loans or gifts of entertainment, food, or cash** from clients (including family/caregivers), subordinate employees, foster parents, regulatory or any outside agency that does or seeks to do business with or is a competitor to FFF.
- **Obtaining a personal financial benefit** in any sale or loan of company property.
- **Performing services for clients** outside those consistent with FFF's mission of providing quality, comprehensive in-home services to facilitate growth and development in the children and families FFF serves.
- **Using or disclosing any confidential information** gained during employment for an employee's personal benefit or the benefit of others, including a future employer.

Workplace Violence: FFF does not tolerate workplace violence including threats, threatening behavior, harassment, intimidation, assaults, or similar conduct.

Weapons: FFF employees may not carry firearms or other weapons onto FFF's facilities unless obtaining prior permission.

Illegal Drugs and Alcohol: FFF employees must not distribute, possess, or use illegal or unauthorized drugs or alcohol on FFF property, or in connection with FFF business.

Accurate and Complete Business Records: Employees must act in good faith not to misrepresent material facts in FFF's books and records or in any internal or external correspondence, memoranda, or communication of any type, including telephone or electronic communications.

Financial Reporting: All FFF funds, assets, liabilities, and receipts must be recorded in accordance with generally acceptable accounting procedures. There cannot be any "off the books" accounts.

Proper Maintenance of Records: FFF maintains documents in accordance with all applicable laws and regulations. If FFF employees receive a subpoena, a request for records or other legal papers or if FFF has reason to believe that such a request or demand is likely, the law requires FFF to retain all relevant records and contact the Director of Administration and Human Resources.

Cooperation with Auditors: FFF employees must cooperate fully with internal and independent external auditors during examination of FFF's books, records, and operations.

Communications: Employees must not make public statements regarding issues or matters of FFF about which they are not authorized spokespersons.

Equipment and Supplies: All equipment and supplies purchased by FFF remain FFF's property, including but not limited to office supplies, office furniture, phones, fax machines, computers, software, hardware, supplies and equipment, and may not be used by FFF employees for personal reasons.

Political Activity: FFF encourages employees to participate in the political process on their own time. Employees may not use FFF's resources, reputation or assets to support a political candidate.

Non-work Related Interests: FFF employees may not use FFF facilities to promote non- FFF or non-work related interests of the employee or of third parties without prior consent of their supervisor.

Proper Use of Organizational Assets: FFF employees may only use, transfer, or dispose of funds or assets for the lawful and legitimate business purposes for which they were approved by FFF's Executive Director.

Confidential Information: FFF employees must exercise care to avoid disclosing non-public, internal, secret, or proprietary information related to FFF or its clients to unauthorized persons, either within or outside FFF during employment or afterwards, except as such disclosure is legally mandated or approved by FFF.

Employee Access to Confidential Information: Only FFF employees that truly need to know confidential information to conduct their business have access to confidential information and must take necessary steps to keep this information private and confidential.

Supervisors must take reasonable care to assure that subordinate employees are complying with these guidelines. Supervisors are responsible for misconduct by employees if the supervisor orders misconduct; ratifies the conduct, even by inaction; the supervisor has direct authority and knows of the conduct but fails to act appropriately; or should have known with reasonable diligence that the actions occurred.

Requirement to Report Actual or Suspected Violations of the Code: Employees must report any actual or suspected violations of this Code to their immediate supervisor. Failure to report any actual or suspected violations of the Code is in itself a violation of this Code.

Non-Retaliation: Employees will not be retaliated against or subject to any form of reprisal for raising a good faith concern under this policy or participating in an investigation into any such concerns. Retaliation is a serious violation of this Code and should be reported immediately.

That I adhere to any other ethical policies outlined in the FFF Policies.

Investigation of Alleged Violations of the Code: All inquiries, complaints, and reports will be promptly investigated. Employees are expected to cooperate in the investigation. Reasonable measures will be taken to preserve confidentiality of the claim and the identity of anyone who reports a suspected violation or participated in the investigation. If you are unsure whether a violation has occurred, FFF encourages you to seek advice from the VP of Support Services and Human Resources before acting.

FFF takes a zero-tolerance approach to violations of this Code, failure to report actual or suspected violations of the Code, or retaliation against whistleblowers. Employees that are found to have violated this Code or retaliated against whistleblowers will have their employment with FFF terminated.