

## **801.2 RELIABLE ENTERPRISES CODE OF ETHICS for EMPLOYEES TOWARDS CLIENTS**

### **Employee's Ethical Responsibilities to Clients:**

**Commitment to clients.** Reliable Enterprises employees primary responsibility is to promote the well being of clients. However, legal obligations concerning mandatory reporting will supersede the loyalty owed to the clients.

**Self-determination.** Reliable Enterprises employees promote the rights of clients to self-determination and assist clients in their efforts to identify and clarify their goals.

**Informed Consent.** Reliable Enterprises employees should provide services to clients only in the context of a professional relationship and on valid informed consent.

**Competence.** Reliable Enterprises employees should provide services and represent themselves as competent only within the boundaries of their education, training, certification, or other relevant professional experience.

**Cultural Competence and Social Diversity.** Reliable Enterprises employees should have a knowledge base of their clients cultures and be able to demonstrate competence in the provision of services that are sensitive to their clients cultures and to differences among people and cultural groups.

**Conflicts of Interest.** Reliable Enterprises employees should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgement. Clients should be informed of a real or potential conflict of interest and take steps to correct the situation.

**Privacy and Confidentiality.** Reliable Enterprises employees should respect clients' right to privacy. Private information should not be solicited unless it is essential to providing services. Information may be disclosed when appropriate with valid consent from the client or a person legally authorized to consent on behalf of a client.

**Access to Records.** Reliable Enterprises employees should provide clients with reasonable access to their records. Careful attention should be paid to the type of information in client files. Information that may cause a misunderstanding or harm may need to be explained. This situation should be considered exceptional and limited access to records should be avoided if possible and documented if there is an occurrence.

**Sexual Relationships.** Reliable Enterprises employees should under no circumstances engage in sexual activities or sexual contact with current clients or former clients. This could include client's relatives or other individuals with whom the clients maintain a close personal relationship when there is a risk of exploitation or potential harm to the client.

**Physical Contact.** Reliable Enterprises employees should not engage in physical contact with clients when there is a possibility of psychological harm to the client as a result of the contact. Employees who engage in appropriate physical contact with clients are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern physical contact.

**Sexual Harassment.** Reliable Enterprises employees should not sexually harass clients. Sexual harassment includes, but is not limited to, sexual advances, sexual solicitation, request for sexual favors, and other verbal or physical conduct of a sexual nature.

**Derogatory Language.** Reliable Enterprises employees should not use derogatory language in their written or verbal communications to or about clients. Employees should use accurate and respectful language in all communications to and about clients.

### **Disciplinary Policy for Ethical Code Violations**

It is the policy of Reliable Enterprises that all employees are expected to comply with the Company's standards of behavior and performance and that any noncompliance with these standards must be corrected.

1. Under normal circumstances, Reliable Enterprises endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. Reliable Enterprises does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the Company's right to bypass the disciplinary procedures suggested.
2. The normal application of progressive discipline should be:
  - a. If an employee is not meeting Reliable Enterprises standards of behavior or performance, the employees supervisor should take the following action:
    - (i) Meet with the employee to discuss the matter;
    - (ii) Inform the employee of the nature of the problem and the action necessary to correct it; and
    - (iii) Prepare a memorandum of conversation indicating that the meeting has taken place.
  - b. If there is a second occurrence, the supervisor should hold another meeting with the employee and take the following action:
    - (i) Issue a written reprimand to the employee;
    - (ii) Warn the employee that a third incident will result in more severe disciplinary action; and
    - (iii) Prepare and forward to the personnel department a written report describing the first and second incidents and summarizing the action taken during the meeting with the employee. This information will be included in the employee's personnel file.
  - c. If there are additional occurrences, the supervisor should take the following action, depending on the severity of the conduct:
    - (i) Issue a written reprimand or warning;
    - (ii) Suspend the employee for up to five working days (with or without pay); or
    - (iii) Suspend the employee indefinitely, (with or without pay), and recommend termination.

After taking action under 2©, above, the supervisor should prepare and forward to the personnel department another written report describing the occurrences, indicating the timing between the occurrences, and summarizing the action taken or recommended and its justification.

3. The progressive disciplinary procedure described in comment (2) above, may also be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

4. In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a serious breach of policy or violation of law, the procedure contained in comment (2), above, may be disregarded. The supervisor should suspend the employee immediately (with or without pay) and if appropriate, recommend termination of the employee. An investigation of the incidents leading up to the suspension should be conducted to determine what further action, if any, should be taken. (see 6 below.) Employees suspended from work generally will not receive or accrue any employee benefits during suspension.

5. The Executive Director normally should review and approve all recommendations for termination before any final action is taken.

6. At an investigators interview conducted for the purpose of determining the facts involved in any suspected violation of Company rules and regulations, the following procedure normally should apply:

a. Before the interview, the employee who is suspected of violating Company rules and regulations should be told in general terms what the interview is about.

b. The employee may request that a coworker be present at the interview if it may lead to disciplinary action for that employee.

7. Employees who believe that they have been disciplined too severely or who question the reason for the discipline are encouraged to use the grievance procedure for resolution.

8. If a disciplined employee works for a full year without further disciplinary action under this policy, the next failure to meet behavior or perform standards may be treated as a first occurrence under this policy. However, Reliable Enterprises may still consider all past disciplinary actions in evaluating the employee.

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Employee Signature

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Date