

Standards of Conduct & Ethics



The policy. . .

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to maintain a code and standards of ethical conduct that support the mission and values of the agency. All employees of the agency are expected to maintain and exercise at all times the highest moral and ethical standards in carrying out their responsibilities and functions. Employees must conduct themselves in a manner that prevents all forms of impropriety, placement of self-interest above public interest, partiality, prejudice, threats, favoritism, and undue influence. (Policy #4089)



Who does the policy apply to?

- All Employees
- Students/Interns
- Volunteers
- Independent Contractors
- Anyone acting as a representative of the CSB

(For purposes of this policy, “employees” refers to any of the individuals or groups listed above”



General Guidelines

- Employees are to observe high moral and ethical standards of conduct.
- The policy provides general guidelines.
- Violations of Standards of Conduct/Ethics are subject to appropriate disciplinary action.
- Violations should be reported to the employee's supervisor, department director or the Human Resources Director



Non-Work Time

- Off-duty conduct by employees is usually not a concern of the CSB.
- Becomes a concern if off-duty conduct affects departmental operations or reflects unfavorably on the CSB. Disciplinary action may be taken in such instances.
- Employees are expected to notify supervisor or HR Director of any arrests and/or convictions within 5 days of date of arrest/conviction.



Employees are expected to observe the following **Conditions of Employment:**

- Appropriate dress
- Professional relationships with co-workers and supervisors.
- Punctuality in reporting to work; working when scheduled; appropriate observation of break and lunch periods; use of work for work-related activity
- Appropriate use of leave
- Observance of policies on health, safety, security and sanitation.
- Observance of all other rules and policies



Use of Privileged or Confidential Info

- Privileged or confidential information cannot be used by employees to gain advantage for themselves for their relative, friends, or acquaintances.
- Privileged or confidential information is to be released only by authorized CSB persons. The release of any privileged or confidential information, financial or otherwise, is not authorized to any person who does not have a legitimate need to know.
- Use of computers to obtain information about clients, other employees, or third parties for non-work related reasons is strictly prohibited.



Use of CSB Property

Agency property is to be used for official use only.

Negligent use and/or destruction of CSB property is prohibited

CSB property includes (but is not limited to): telephones, cell phones, computers, other office equipment, vehicles, supplies of all kinds



Personal Appearance at Work

- Employees are expected to dress in a business-like professional manner that is appropriate for the specific work location and services provided.
- Employees deemed to be inappropriately dressed will be counseled by the supervisor and may be sent home to change.



Activities & Conduct During Work Hours – Prohibited Conduct

- Threatening, abusive, or profane language or written material
- Argumentative behavior
- Fighting
- Unprofessional behavior such as sexual-related conversations, inappropriate touching, racial or ethnic jokes or slurs, any other offensive conduct



Activities & Conduct During Work Hours – **Prohibited Conduct**

- Lending or borrowing money
- Gambling
- Conducting an outside business while on duty (includes wearing beepers, use of cell phone, use of fax or agency equipment for outside business purposes)
- Being on call for other employment



Activities & Conduct During Work Hours – Prohibited Conduct

- Tape recording of conversations, meetings, etc. without explicit approval from supervisor or HR Director
- Falsifying records
- Carrying weapons of any kind
- Possessing or consuming alcohol or illegal drugs; or reporting to work under the influence of these substances
- Bringing visitors (children, friends, family or other acquaintances) to the workplace while on duty
- Displaying any offensive or inflammatory decorative items in the employee's personal workspace



Activities & Relationships with Non-Employees

Employees are to avoid any conduct which can give the appearance of misconduct, personal or financial gain, or conflict of interest.



Employee Conduct with **Clients**

Employees must conduct themselves in a positive and courteous manner toward clients. *Mistreatment of clients in any form will not be tolerated.* Prohibited activities include (but are not limited to):

- **Procuring alcohol or illegal drugs for or from clients**
- **Receiving gifts or favors from clients or from relatives or acquaintances of clients**
- **Gambling, buying, selling, trading, borrowing or lending goods, or money with clients**
- **Using relationships with or clinical information about clients to take unfair advantage of the consumer, their relatives, or acquaintances**
- **Engaging in any sexual relationships, physical sexual conduct, or inappropriate verbal sexual conduct with clients**



Policy Implementation

- A copy of this policy is given to each employee during new employee orientation.
- Each employee is required to sign a Statement of Understanding which becomes a part of the official personnel file.



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QUIZ

Please answer the following True-False questions by circling True or False

1. This policy only applies to full-time paid employees of the CSB.

True

False

2. Violations of this policy are subject to appropriate disciplinary action.

True

False

3. Employees may engage in fighting and profane language at work if necessary.

True

False

4. Agency property is to be used for official use only.

True

False

5. Mistreatment of clients in any form will not be tolerated.

True

False

