

OAKLAND FAMILY SERVICES CODE OF ETHICS

Conduct And Comportment Of Personnel

1. PROPRIETY: All employees, contractors, interns, and volunteers will maintain high standards of personal conduct in all aspects of their affiliation with the Agency.
2. COMPETENCE AND PROFESSIONAL DEVELOPMENT: Personnel will strive to become and remain proficient in professional practice and the performance of professional functions. Personnel will take responsibility for identifying, developing and utilizing knowledge for professional practice.
3. SERVICE: Personnel will regard quality service as the primary obligation of Oakland Family Services.
4. INTEGRITY: All personnel will act in accordance with the highest standards of professional integrity in social work and other associated fields. All records and communications, both internal and external, including billing and time records, will be accurate and complete.
5. SCHOLARSHIP AND EVALUATIVE STUDY: Personnel engaged in evaluative study will be guided by the conventions of scholarly inquiry.

Ethical Responsibility To Clients

1. Personnel will always endeavor to act in the best interest of our clients, will treat all clients with respect that fosters dignity, will respond with competence and sensitivity to the cultural differences that are present among the Agency's service population, and will consider that the responsibility to clients is of the highest priority.
2. Personnel will ensure clients' rights to:
 - informed consent and participation in decisions about service, care, and/or treatment;
 - refuse participation in clinical studies or other research;
 - privacy and confidentiality protections;
 - assurance of the integrity of decisions made about care;
 - have care decisions based solely on the diagnostic and treatment needs;

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- avenues for resolving differences with regard to care and/or treatment decisions;
 - file grievances in accord to proscribed procedures.
 - Personnel will observe the Child Abuse Statute Procedures and report any suspected cases to the appropriate authorities.
 - Personnel will observe the Elder Abuse Statute Procedures and report any suspected cases to the appropriate authorities.
3. Personnel will observe the Child Abuse Statute Procedures and report any suspected cases to the appropriate authorities.

Ethical Responsibility To Colleagues

1. Personnel will treat other Oakland Family Services personnel with respect and courtesy and will respond with sensitivity to the cultural differences among Agency staff.

Ethical Responsibility To Oakland Family Services

1. Personnel will uphold and advance the mission of the Agency and represent the values, ethics and knowledge of the Agency to the community it serves.
2. Personnel will uphold and follow the policies and procedures established by the Agency.
3. Personnel will uphold and advance the values, ethics and knowledge of their respective professions in order to maintain professional integrity.

Ethical Responsibility To Society

1. Personnel will promote the welfare of society in general and seek out and utilize opportunities to advocate for the populations that are served by Oakland Family Services.