

## **Pyramid Healthcare, Inc. Ethical Code of Conduct**

Pyramid Healthcare, Inc. Ethical Code of Conduct was developed to maintain the overarching ethical philosophies of Pyramid Healthcare, Inc. and includes an expansive array of ethical responsibilities that are standards for all employees.

### **Mission**

To develop and maintain a team of committed professionals, passionate about identifying human service needs and creating solutions for individuals and families that result in positive growth and a better quality of life.

### **Vision**

To provide a system of treatment in behavioral healthcare with groundbreaking results in the treatment of adults, children and families.

### **Core Values**

**INTEGRITY:** Every behavior with others is always honest, transparent and ethical

**DEDICATION:** Unwavering commitment to the Pyramid Healthcare mission to always provide exceptional care and support to those we serve

**COLLABORATION:** Steadfast, team-focused approach. Working together to achieve excellence

**PASSION:** Genuine, compelling and relentless desire to improve lives

### **Business Practices**

- ❖ Pyramid Healthcare, Inc. and all its employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, visitors, volunteers, and other stakeholders.
- ❖ Pyramid Healthcare, Inc. and all its employees must present and maintain a professional decorum with contract agents, their employees, or other associated or third party relations.
- ❖ Employees shall adhere to Pyramid Healthcare, Inc.'s accessibility plan in the areas of, but not limited to, architecture, environment, attitudes, finances, employment, communication, and transportation.
- ❖ Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- ❖ Employees shall not engage in contracts or agreements with outside organizations/ agencies on behalf of Pyramid Healthcare, Inc.
- ❖ Employees shall behave in a trustworthy manner with those whom they serve.
- ❖ Employees shall refer to the agency's policy when in receipt of subpoenas or other legal requests for agency and/or client records.
- ❖ Employees shall not engage in activities that fall into the category of fraud, waste, abuse, fiscal mismanagement, and/or misrepresentation of organizational funds or the funds of persons served.
- ❖ Employees shall not act as a witness to documents such as, but not limited to, Power of Attorney, guardianship, advanced directives, and/or agency contracts without approval or outside of the defined responsibilities of their job performance.

- ❖ Employees shall not intentionally or unintentionally mismanage the resources of the organization or other stakeholders or persons served.

### **Marketing Practices**

- ❖ Employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, peer supports, visitors, volunteers, and other stakeholders.
- ❖ Employees shall give preference to the mission of the organization over any personal, business, or marketing interest.
- ❖ Employees should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, business interest, or sexuality.
- ❖ Employees shall not use Pyramid Healthcare's business practices, marketing strategies, or service delivery protocols for personal or professional gains outside of their specific employee role.
- ❖ Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- ❖ Employees shall not use any printed, audio, or visual aid materials belonging to Pyramid Healthcare, Inc. for their personal or professional gain or benefit.
- ❖ Any misrepresentation of Pyramid Healthcare, Inc.'s mission, purpose, goals and objectives is prohibited.
- ❖ Only employees who act as a spokesperson as a function of their job role may represent Pyramid Healthcare, Inc. All other employees must receive prior authorization through their direct supervisor who will ultimately attain the approval of the Chief Executive Officer.

### **Contractual Relationships**

- ❖ The agency may contract with an individual or firm to perform specific tasks at an hourly rate or project cost. Individuals under contract are not considered employees of the agency, and proper credentials and proof of insurance, as appropriate, are required. The agency may request verification of licensure, certification or accreditation, and/or insurance coverage.
- ❖ Contractual agreements must be approved and signed by the Chief Operating Officer or Chief Executive Officer.
- ❖ The relationship of a contractor to Pyramid Healthcare, Inc. is that of an independent contractor and no benefits, whether fringe benefits or other types of benefits, will be provided as a result of the contractual agreement.
- ❖ Employees of Pyramid Healthcare, Inc. who may work with an independent contractor shall report any suspected fraud, waste, abuse, negligence, or wrongdoing by the independent contractor to their supervisor, another Manager, and/or the Corporate Compliance Officer.

### **Service Delivery**

- ❖ Employees shall ensure that the organization's person-centered planning philosophy and the "people first" concept is evident in the service delivery process.
- ❖ Employees must ensure that all barriers to accessibility are assessed, addressed, and removed whenever possible.
- ❖ Employees shall be alert to, and avoid, conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
- ❖ Employees should inform persons served when a real, or potential, conflict of interest arises, and take reasonable steps to resolve the issue in a manner that makes the persons' served interest primary and protects the persons' served interest to the greatest extent possible.
- ❖ Employees are prohibited from accepting money, exchanging gifts, gratuities, or other consideration from anyone other than Pyramid Healthcare, Inc. for the performance of any act which he/she would be required or expected to render in the regular course of his/her duties as a Pyramid Healthcare, Inc. employee.

- ❖ Employees shall not engage in fundraising activities that are not sanctioned and approved by the CEO as permissible fundraising activities. Examples of fundraising activities that would not be under the domain of the organization may include: the selling of cookies, candy, tickets, or other items that are personal initiatives of an employee and/or his or her family member.
- ❖ Employees, as may be appropriate in their role, shall respect and safeguard the personal property of persons served, visitors, and all property of the organization. Facility Intake and Orientation provide specific information regarding the care and safety of client's personal belongings.
- ❖ Employees are prohibited from providing services to individuals or to client's family or friends with whom they have a personal relationship, including, but not limited to, dating, intimate, prior or current intimate relationships.
- ❖ Employees' primary goals are to help people in need, address social problems, and support the well-being of persons served.
- ❖ Employees shall recognize the cultural, racial and ethnic importance of human relationships.
- ❖ Employees shall behave in a trustworthy manner with those whom they serve.
- ❖ Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- ❖ Employees shall practice within their areas of competencies and develop and enhance their professional expertise. Employees shall maintain and update their professional licenses, credentials, certifications and clinical privileges, as applicable.
- ❖ Employees shall respect and promote the rights of persons served to self-determination, and assist persons served in their efforts to identify and clarify their goals.
- ❖ Employees shall use clear and understandable language to inform persons served of the purpose of services, and limitations related to services.
- ❖ Employees should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocation, illness, disability, or death.

### **Professional Responsibilities**

- ❖ Employees shall align with Pyramid Healthcare's Core Values of Integrity, Collaboration, Dedication and Passion.
- ❖ Employees are prohibited from engaging in verbal/sexual harassment, physical abuse or neglect of persons served or persons within the person's served care system, including person's served family or friends.
- ❖ Employees shall not falsify agency records, persons' served records, and/or other documents associated with their employment with Pyramid Healthcare, Inc.
- ❖ Employees shall not divulge confidential material or information to unauthorized persons.
- ❖ Employees shall provide services to persons served only in the context of a professional relationship based upon valid and informed consent.
- ❖ Employees shall accept the responsibility to advocate for persons served and protect the community in which our persons serve live against unethical and hypocritical practices by individuals or organizations engaged in social welfare activities.
- ❖ Employees shall not use the organization's property for personal use. (See Personnel Policies and Procedures Manual for greater detail under "Use of Agency Property").

### **Human Resources**

This section in the Code of Ethics under "Human Resources" is not intended to replace the organization's human resource policies located in ADP under the link, "Company Policies". Please refer to the organization's policies in ADP for more detailed information regarding human resources issues.

- ❖ Licensed professional employees must practice within the legal constraints of their state license(s) and adhere to the ethics codes of their profession.

- ❖ Employees shall act in a manner that promotes and preserves the professional values, adheres to the organization's code of conduct, and follows all practices found within the policies and procedures of the organization.
- ❖ Employees shall make clear their role when speaking or acting as a private individual rather than as a professional or as a representative of a professional organization.

### **Ethical Code of Conduct for Certified Recovery Specialists (CRS)**

As employees of Pyramid Healthcare, Inc., Certified Recovery Specialists are to adhere to all of the areas of the Ethical Code of Conduct as stated in this Code of Conduct as well as the following areas:

- ❖ The primary responsibility of Certified Recovery Specialists is to help peers achieve their own needs, wants, and goals.
- ❖ Certified Recovery Specialists will maintain high standards of personal and professional conduct.
- ❖ Certified Recovery Specialists will conduct themselves in a manner that fosters their own recovery.
- ❖ Certified Recovery Specialists will openly share with peers, other CRS's and non-peers their recovery stories from mental illness, substance abuse, or co-occurring disorders as appropriate for the situation in order to promote recovery and resiliency.
- ❖ Certified Recovery Specialists at all times will respect the rights and dignity of those they serve.
- ❖ Certified Recovery Specialists will never intimidate, threaten, harass, use undue influence, use physical force, use verbal abuse, or make unwarranted promises of benefits to the individuals they serve.
- ❖ Certified Recovery Specialists will not practice, condone, facilitate, or collaborate in any form of discrimination or harassment on the basis of ethnicity, race, color, pregnancy, creed, veteran's status, sex, sexual orientation, gender expression, gender identity, age, religion, national origin, marital status, political belief, mental or physical disability, or any other category protected by state and/or federal civil rights laws.
- ❖ Certified Recovery Specialists will promote self-direction and decision making for those they serve.
- ❖ Certified Recovery Specialists will respect the privacy and confidentiality of those they serve.
- ❖ Certified Recovery Specialists will promote and support services that foster full integration of individuals into the communities of their choice.
- ❖ Certified Recovery Specialists will be directed by the knowledge that all individuals have the right to live and function in the least restrictive and least intrusive environment.
- ❖ Certified Recovery Specialists will not enter into dual relationships or commitments that conflict with the interests of those they serve.
- ❖ Certified Recovery Specialists will never engage in sexual or other inappropriate activities with peers they serve.
- ❖ Certified Recovery Specialists will not use illegal substances or misuse alcohol or other drugs (including prescription medications).
- ❖ Certified Recovery Specialists will keep current with emerging knowledge relevant to recovery and will share this knowledge with other Certified Peer Recovery Specialists.
- ❖ Certified Recovery Specialists will not accept gifts of significant value from those they serve.

### **Compliance Program**

All employees and contracted agents of Pyramid Healthcare, Inc. are expected to adhere to the Corporate Compliance Plan and Ethical Compliance Handbook. The development and implementation of the Corporate Compliance Program includes the following components:

- ❖ Professional Code of Conduct
- ❖ Corporate Compliance Officer
- ❖ Corporate Compliance Committee
- ❖ Education and Training Development
- ❖ Monitoring and Auditing

- ❖ Investigation and Reporting
- ❖ Sanction and Disciplinary Enforcement
- ❖ Ethical Compliance Handbook
- ❖ Hot Line Process and Maintenance

**Violations of Ethical Codes**

All reports of possible violation of ethical codes will be investigated and promptly addressed utilizing procedures identified in both the Corporate Compliance Plan and appropriate human resource policies