

 STANISLAUS COUNTY COMMUNITY SERVICES AGENCY	Developed by/Date: Per Old DSS Manual Prior to 2002, Rev. 1/09	Page: 1 of 2	Number: 1.2
	Reviewed by/Reviewed Date: CSA Exec Team 2/09	Replaces:	Category: Employee Conduct/ Expectations Distribution: All Staff
Title: Code of Ethics		Approved: 2/23/09	

Policy

 Procedure

 Guideline

Purpose

CSA's primary goal is the delivery of quality service in the most humane, legally correct, and cost-effective manner possible.

Definition

CSA requires employees to be professionally responsible and follow the Agency's beliefs when related to quality of service, co-workers and the work environment.

Procedure

- A. Professional Conduct: Employees will abide by all applicable laws, regulations, policies and procedures in the delivery of all services. Professional staff will also abide by specific codes of ethics prescribed by the professional organizations which set standards for their profession.
- B. Quality of Service: Employees will promote the goals of the Department by providing quality service which demonstrates a thorough knowledge of job requirements and agency expectations.
- C. Respect and Courtesy: Employees will conduct all Departmental business with respect and courtesy for both clients and colleagues.
- D. Confidentiality: Employees will ensure that all information relating to clients is kept confidential and used only for those purposes specified by the laws or regulations governing the services provided.
- E. Civil Rights: Employees will ensure that clients receive service without regard to race, sex, religion, color, political convictions or any other discriminatory criteria.
- F. Delivery of Service: Employees will make an appropriate and timely determination of eligibility for services for applicants and recipients and for intervention on behalf of minors and dependent/elder adults. All services will be provided as prescribed by law in a prompt and accurate manner.

- G. Conflict of Interest: Employees will be knowledgeable about and adhere to Departmental policies to avoid conflicts of interest whether they be personal or financial.
- H. Propriety: Employees will not make use of their position or relationship with clients for personal gain.
- I. Positive Representation of Agency: Employees will not behave in any manner on or off the job that will bring discredit to his/her professional status or the Department.