

# LANSING PSYCHOLOGICAL ASSOCIATES

## **Code of Ethics Policy**

The continued success of LPA is dependent upon our customers' trust and we are dedicated to preserving that trust. Staff members are obligated to owe a duty to LPA, its customers, and stakeholders to act in a way that will merit the continued trust and confidence of the public.

The successful business operation and reputation of LPA is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

LPA'S mission is to deliver quality outpatient mental health and substance abuse services in Mid- Michigan and clinical call center services 24/7 worldwide.

## **Code of Ethics**

### **Commitment to Clients**

Our primary responsibility is to promote the well being of clients. In general, clients' interests are primary. However, our responsibility to the larger society or specific legal obligations may on limited occasions supersede the loyalty owed clients, and clients should be so advised.

### **Self-Determination**

We respect and promote the right of clients to self-determination and assist clients in their efforts to identify and clarify their goals. We may limit clients' right to self-determination when, in the clinician's professional judgment, clients' actions or potential actions pose a serious, foreseeable and imminent risk to themselves or others.

### **Informed Consent**

We should provide services to clients only in the context of a professional relationship based, when appropriate, on valid informed consent. We should use clear and understandable language to inform clients of the purpose of the services, risks related to the services because of the requirements of a third-payer, relevant costs, reasonable alternatives, clients right to refuse or withdraw consent, and the time frame covered by the consent. Clinicians should provide clients with an opportunity to ask questions.

### **Competence**

We should provide services and represent ourselves as competent only within the boundaries of our education, training, license, certification, consultation received, supervised experience or other relevant professional experience.

### **Cultural Competence and Social Diversity**

In our work-related activities we do not engage in unfair discrimination based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, socioeconomic status, or any basis proscribed by law.

We should have a knowledge base of our clients' cultures and be able to demonstrate competence in the provision of services that are sensitive to clients' cultures and to differences among people and cultural groups.

### **Sexual Harassment**

We do not engage in sexual harassment. Sexual harassment is sexual solicitation, physical advances or verbal or nonverbal conduct that is sexual in nature, that occurs in connection with our activities or roles as a mental health professional and that either (1) is unwelcome, is offensive or creates a hostile workplace or educational environment as we know or are told this or (2) is sufficiently severe or intense to be abusive to a reasonable person in the context. Sexual harassment can consist of a single intense or severe act or of multiple persistent or pervasive acts.

### **Conflicts of Interest**

We should not take unfair advantage of any professional relationship or exploit others to further our personal, religious, political or business interests.

We should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. We should inform clients when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.

### **Confidentiality**

We will respect the confidential information shared by colleagues in the course of their professional relationships and transactions. We respect clients' right to privacy. We should not solicit private information from clients unless it is essential to providing services or conducting an evaluation. Once private information is shared, standards of confidentiality apply.

We may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of the client. The general expectation that we will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person. In all instances, we will disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

### **Business and Marketing**

We will always represent the services and staff of LPA accurately. We will not promise to deliver services we cannot provide nor will we falsely represent the qualifications of the staff at LPA.

We will engage in fair business practices demonstrating respect for our competitors. We will not make disparaging remarks about our competitors nor will we misrepresent them and/or their products. In all of our business dealings we will be fair and honest.

## **Human Resources**

LPA is committed to a diverse work force. We will not discriminate in our hiring practices on the basis of age, race, ethnic background, sexual orientation, gender or country of origin. We are committed to a workplace that appreciates and nurtures diversity.

## **Contractual Relationships**

LPA will sign only those contracts in which they can deliver quality services. We will refrain from entering into contractual relationships with organizations that we believe do not adhere to the same ethical standards that we adhere to. We will fairly represent LPA and its services in all contractual arrangements. We will refrain from entering into contracts with organizations that we believe practice discrimination, treat their employees or customers unfairly or who have demonstrated dishonesty in their business practices.

## **Corporate Responsibility**

All LPA employees shall take care to avoid any conduct by word or deed that could reasonably appear to be improper or might injure LPA's reputation. In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct.

If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with a human resources representative for advice and consultation.

LPA may be contacted to report any violations to its CEO at 1-517-337-6545. All calls are confidential and will be investigated within seven days by the Corporate Compliance Officer.

Whatever the concern, there is an appropriate resource within LPA. Additionally, the Board of Directors is committed to providing avenues through which such issues may be raised, reviewed and in every possible instance, resolved.

Compliance with this policy of business ethics and conduct is the responsibility of every LPA staff member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

LPA has a policy of no retaliation for the reporting of a suspected violation of the code of ethics. If the reported violation is unfounded there will be no reprisal to the person reporting as long as the report was made in good faith.