



DARBOUZE, LLC

Phone: 856-200-3522/ Fax: 856-242-2955

CODE OF CONDUCT

As an Independent Contractor/representative of **Darbouze, LLC** it is imperative that you maintain a professional and respectful demeanor. The families and children that we work with deserve to receive exemplary services. Failure to comply with the Darbouze, LLC Code of Conduct will result in disciplinary action or termination of your contract with our agency.

ITEMS THAT RESULT IN IMMEDIATE TERMINATION

- Never interact with your youth's or families on a familiar level. The youth's and families that you work with should never meet your friends, family, or acquaintances. At times, we are asked about situations where you may see someone you know in the community while you are with your youth/ and or family. You should never reveal the name of your youth or family members. You should refrain from introductions and quickly excuse yourself from the person you know. You should never take the youth or family to your home; you should not invite the youth or family to any of your personal or community functions (This violates confidentiality.)
- You should never have any outside relationships with the youths or family members that you work with. For instance you should not date or engage in any sexual contact with the youth or families that you work with; i.e. the youth's sister, brother, mother, father, cousin, grandparent, aunt, uncle or any other relative.)
- Never allow any of the youth's or families to interact with one of another at the same time. Basically, the youths should never be allowed to meet each other while you are working with them. You are not allowed to conduct socialization activities with the youths together at the same time. (This violates confidentiality and is Medicaid fraud).
- Fraudulent Issues- The time and date of encounter forms should be completed so that families can confirm your attendance. It is never acceptable to have parents/clients sign blank encounter forms. (This is falsifying time/records).

BOUNDARY ISSUES

- Maintaining and setting boundaries for the clients and their families is essential. It is imperative that you refrain from divulging personal and intimate information about yourself to the youth's and families that you work with.
- You should never reveal your personal, religious, or non-religious views with the youths and families that you work with. Your role at Darbouze, LLC is to serve in the clinical capacity. Revealing your personal views is unethical and may cause the families to feel judged.



DARBOUZE, LLC

Phone: 856-200-3522/ Fax: 856-242-2955

- During your visit with the youth, and or families you should never read the newspaper, a book/novel, the Bible, Koran, or other religious materials. (This applies even if the youth you are working with is working on an activity or you feel bored.) Remember the time you are with the youth and family; you are working to meet the treatment goals and the time is set forth for the youth and family.

PROFESSIONALISM ISSUES

- No-show/No-Call behavior is not acceptable. This behavior is inconsiderate and unacceptable. Continuing this practice will lead to case reassignment or termination of contractual services.
- Frequent canceling of scheduled appointments is not a good practice. The families tend not to feel connected with clinicians who are inconsiderate and inconsistent. In addition, this practice will result in a reassignment of your case or termination.
- Please refrain from giving families personal excuses for your cancellations. You do not have to give excuses like “I can’t find a babysitter”, “I have a migraine headache”, “I have to go help my sister with a situation”, etc. We are here to serve children and families and they should not be privy to our personal information or problems.
- Remember the time you spend with children and families is about them and not about you or your convenience. Examples of this is taking the youth you work with to the drug store to pick up supplies for yourself, going shopping with your youth/family to buy things for yourself, going to the bank to deposit your paycheck, or taking the youth you work with to pay your phone bill or any other errand.
- Please keep a consistent schedule with the family. It is not fair to see the family sporadically when services are issued for once a week. If the families are not consistent with you, then you should report their behavior to the office and document this on CYBER.
- You should be considerate of the families’ time and schedule. An example of this is calling the family while on route to their home asking if you can visit the family. This behavior is not considerate of the families’ time.
- If you must reschedule or cancel, simply state that you are unavailable to attend the session and that you need to cancel/reschedule. (If you must use an excuse, it should only pertain to a business situation.)
- Extreme tardiness is not acceptable behavior.
- Cell phone usage must be limited during the time you are with the youth and family.

Signature and Credentials/ Date