



5.11: Employee/Contractor Code of Ethics

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It is the policy of Bridge Health for all employees/contractors to adhere to the following Code of Ethics.

Procedure:

Employee/Contractor Responsibilities:

Personal Conduct - Each employee/contractor is required to exhibit personal conduct as outlined in the Bridge Health Employee Handbook.

Professional Responsibility - Each employee/contractor shall accurately represent his/her competence, education, training, and experience.

Individual-Employee/Contractor Personal Relationships - Employees are restricted in regard to relationships with individuals who are currently receiving services. Restricted conduct includes, but may not be limited to participating in dual relationships with individuals including:

- Providing direct services to, or supervising the provision of direct services to, members of an employee's family or close friend of the employee.
- Engaging in business dealings with individuals where personal financial advantage might disadvantage the individual.
- Planning social activities with individuals outside of service sites unless the activity is a part of the service plan or with prior approval of the supervisor.
- Dating or engaging in sexual activity with individuals.
- Procuring alcohol, illegal drugs, or other prohibited substances for individuals.
- Receiving gifts, money, gratuities or favors from individuals or from relatives, friends, or acquaintances of individuals. Gifts of little monetary value might be accepted, but must be discussed with supervisor and documented in the progress notes.
- Showing a preference for individuals based on race, color, creed, religion, national origin, or sexual preference.
- Imposing a personal value system on individuals.
- Receiving after-hour phone calls from individuals, which are not necessary for attainment of service goals.
- Interacting with individuals on any social media sites.
- Soliciting individuals to transfer to another agency or provider for staff own personal gain.

Personal Property - Ethical conduct includes respect for and safeguarding of the personal property of the persons served, visitors, and personnel.

Marketing Practices - All marketing of services will be performed with the approval of the Chief Executive Officer (CEO). Whenever services are marketed, the services offered must be presented accurately and must be available in a timely manner.

Business Practices - All business will be conducted in accordance with the legal requirements and regulations of all state and federal authorities and legally authorized agencies under whose authority Bridge Health operates. Bridge Health will comply with all requirements of DBHDD Region 1 contract.

Potential Conflicts of Interest - All staff should be alert to and avoid conflicts of interest that interfere with professional discretion and judgment. Conflicts of interest include, but are not limited to, dual or multiple relationships with individuals served when there is a risk of exploitation or unfair advantage. This includes providing services directly to, or supervising the provision of direct services to, members of an employee's family or a close friend of the employee.

Mandated Reporting of Abuse - All Bridge Health employees/contractors are mandated reporters, designated by the State of Georgia to report reason to believe a child or dependent adult is being abused or neglected or is at risk of abuse or neglect. **OCGA 19-7-5. Child Abuse Reporting.** Any professional service provider working with children under 18 years of age who has reasonable cause to suspect child abuse or neglect is required to report it. These professionals are mandated reporters as established by the State of Georgia. **OCGA 30-5-4. Reporting Abuse of Dependent Adults.** Mandated reporters must make a report when they have a reasonable cause to believe that 1) an at-risk adult has had an injury or injuries inflicted upon them by a caretaker or 2) has been neglected or exploited by a caretaker.

Credentialed staff - All licensed or certified clinical staff will be held to the code of ethics of their respective license/clinical boards.

Human Resources- Guided by standards established by human resource management associations, human resource professionals are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct. Human resource professionals are ethically responsible for promoting and fostering fairness and justice for all employees of the organizations. Human resource professionals must maintain a high level of trust with the stakeholders and protect the professional integrity of the human resources office and should not engage in activities that create actual, apparent, or potential conflicts of interest.

Witnessing of Documents- (CARF 1.A.6.a.(6).(a).(e).) Staff may witness documents only within their scope of practice and must use good judgment to avoid dual relationships when witnessing documents. Policy [4.75: HR-Lawful Presence](#) describes the use of a notary within the agency.

Additional Expectations - Reference Policy [5.01: Acceptance of Subpoenas, Search Warrants, Investigations, and Other Legal Actions](#)

Agency Leadership Responsibilities:

Commitment to Act on Violations of the Code of Ethics - Bridge Health leadership is fully committed to the need to prevent and detect waste, fraud, abuse and other wrong doing. Any violation of any part of the Employee-Contractor Code of Ethics will be reported to the employee's direct supervisor and the Chief Executive Officer. An investigation will be conducted by either the Corporate Compliance Officer, Human Resources Director, and/or legal authorities as determined by the CEO and/or as mandated by state or federal regulation. Recommendations from investigations will be executed to the full extent of the law. A statement regarding the Employee-Contractor Code of Ethics is included in the Individual Orientation Handbook and the Employee Handbook.

To report Corporate Compliance Violations or Complaints, visit www.lmcs.ethicspoint.com or call 844-815-8233.

No Retaliation Against Complainants/Whistle Blowers - No director, officer, or employee who in good faith reports a violation of the Employee/Contractor Code of Ethics shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. The no retaliation policy is intended

to encourage and support employees and contractors to raise serious concerns within the agency prior to seeking resolution outside the agency.

Confidentiality for Complainants - Violations or suspected violations may be submitted on a confidential basis by the complainant and may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Filing Complaints in Good Faith - Anyone filing a complaint concerning a violation or suspected violation of the Employee/Contractor Code of Ethics must act in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any unsubstantiated allegations which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Approved
Heather Roesner, CEO
Bridge Health