

Code of Conduct and Professional Behavioral Policy

Shifaa Serenity Therapy Solutions, LLC

Prepared by:

Dr. Felisha Jackson Ilyas, EdD/CI, MSW, BS, LICSW-S, LCSW

Founder, CEO, Therapist & Community Advocate

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1. Purpose and Guiding Principles

The Code of Conduct and Professional Behavioral Policy establishes expectations for ethical and professional behavior at **Shifaa Serenity Therapy Solutions, LLC**. It exists to:

- Protect the integrity of therapeutic practice.
 - Ensure the safety and dignity of all clients, employees, interns, and volunteers.
 - Maintain compliance with state and federal laws, including HIPAA.
 - Uphold the reputation of Shifaa Serenity Therapy Solutions, LLC as a trusted, faith-inclusive, community-centered practice.
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2. Scope of Application

This policy applies to:

- Licensed and unlicensed clinical staff.
- Administrative and support staff.
- Interns, fellows, and trainees.
- Volunteers and contractors.

All individuals working within or representing the practice are expected to understand and uphold this policy.

3. Core Standards of Conduct

3.1 Professional Integrity

- Maintain honesty and transparency in all interactions with clients, colleagues, and the community.

- Avoid conflicts of interest, exploitation, or relationships that compromise professional boundaries.
- Accurately represent qualifications, credentials, and professional roles at all times.

3.2 Respect and Dignity

- Treat every person with dignity, compassion, and cultural sensitivity, regardless of race, ethnicity, religion, gender, age, sexual orientation, disability, or socioeconomic status.
- Avoid discriminatory language, conduct, or decision-making.
- Demonstrate cultural humility, especially when working with faith-based or diverse populations.

3.3 Confidentiality

- Adhere to HIPAA, state law, and professional ethical codes regarding client privacy.
- Only disclose client information with proper authorization or as legally required.
- Safeguard all digital and physical records from unauthorized access.

3.4 Professional Boundaries

- Refrain from dual relationships, favoritism, or actions that may exploit clients.
- Maintain therapeutic boundaries in both in-person and virtual/telehealth settings.
- Do not engage in physical, financial, romantic, or other relationships with clients.

4. Professional Behavioral Expectations

4.1 Communication and Collaboration

- Use professional, respectful, and clear communication in all verbal, written, and electronic exchanges.
- Listen actively and respond to clients and colleagues with empathy and professionalism.
- Collaborate across disciplines when needed to provide the best quality of care.

4.2 Workplace Behavior

- Refrain from harassment, bullying, or disruptive conduct.
- Avoid gossip, hostile communication, or actions that undermine team cohesion.
- Dress appropriately in alignment with professional and cultural standards of the organization.

4.3 Substance Use and Fitness for Duty

- Staff must not provide services under the influence of alcohol, illegal drugs, or misused prescription medication.
- Prescription medications that impair judgment must be disclosed if they affect the ability to perform professional duties.
- Staff must maintain mental, physical, and emotional fitness to practice safely.

4.4 Use of Technology and Social Media

- Use organizational technology and resources responsibly and for work purposes only.
 - Do not post, share, or disclose client information on social media platforms.
 - Avoid representing personal opinions as those of Shifaa Serenity Therapy Solutions, LLC.
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5. Ethical Practice and Accountability

- Abide by relevant professional codes of ethics (NASW, APA, ACA, NBCC, etc.).
 - Document services accurately, timely, and in compliance with agency standards.
 - Report suspected ethical violations, misconduct, or safety concerns promptly to leadership.
 - Cooperate with investigations and corrective actions when necessary.
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6. Prohibited Conduct

The following behaviors are strictly prohibited and may result in disciplinary action up to and including termination:

- Breach of client confidentiality.
 - Harassment, discrimination, or retaliation of any kind.
 - Fraudulent billing or falsification of records.
 - Exploitation of clients for personal, financial, or professional gain.
 - Violence, threats, or unsafe behavior in the workplace.
 - Failure to adhere to professional licensure regulations.
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7. Reporting, Enforcement, and Discipline

- **Reporting:** All employees are required to report suspected violations of this policy to a supervisor, HR, or directly to the CEO.
- **Enforcement:** Investigations will be conducted fairly, confidentially, and without retaliation.

- **Disciplinary Actions:** Consequences may include corrective training, suspension, termination, or referral to licensing boards, depending on severity.
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8. Acknowledgment and Signature Page

I, _____, acknowledge that I have received, read, and understood the **Code of Conduct and Professional Behavioral Policy** of **Shifaa Serenity Therapy Solutions, LLC**.

I agree to comply with the standards, guidelines, and professional expectations outlined in this policy. I understand that failure to comply may result in disciplinary action up to and including termination of employment or contract, and where applicable, may be reported to professional licensing boards.

I also understand that it is my responsibility to seek clarification from my supervisor, Human Resources, or the CEO if I have questions about this policy.

Employee/Contractor/Volunteer Information

- **Printed Name:** _____
 - **Signature:** _____
 - **Position/Role:** _____
 - **Date:** _____
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