



CODE OF ETHICS

Preamble

The Virginia Department of Behavioral Health and Developmental Services' (DBHDS) Code of Ethics serves as a set of standards to ensure that our agency and our staff adhere to the highest ideals governing our role as an agency of the Commonwealth of Virginia.

The DBHDS Code of Ethics has the following purposes:

- The Code identifies core values on which the DBHDS mission is based.
- The Code provides specific ethical standards that are used to guide our work.
- The Code provides ethical standards to which the citizens of the Commonwealth can hold DBHDS accountable.

DBHDS Mission

We provide leadership and service to implement and improve Virginia's system of quality treatment and prevention services and supports for individuals and families whose lives are affected by mental health or substance use disorders or by intellectual disability. We seek to promote dignity, choice, recovery, and the highest possible level of participation in work, relationships, and all aspects of community life for individuals receiving services.

DBHDS Values

This mission of DBHDS is rooted in a set of core values, which represent the foundation of our work:

- Focus first on the individual receiving the services;
- Be responsive to our external and internal customers;
- Promote partnerships and collaboration;
- Maintain professionalism, integrity, and trust; and
- Be good stewards of our resources.

Value: Focus First on the Individuals Receiving Services

Ethics

Our decisions and actions consider first the best interests of individuals who receive services and their families. We respect the potential and capacity of each individual who receives services. We value and support the healing and recovery process.

Value: Responsiveness to External and Internal Customers

Ethics

We seek input and involvement from our customers. We share ideas and remain open to different opinions. We listen to and respect what our customers say and respond promptly to their requests.

Value: Partnerships and Collaboration

Ethics

We create opportunities for partnerships, encourage teamwork, and support each other to succeed. We accept shared ownership and seek win-win (mutually acceptable) solutions. We communicate openly and clearly. We are willing to take risks as we look for creative solutions and new ways of solving problems. We make decisions and resolve problems at the level closest to the issue.

Value: Professionalism, Integrity and Trust

Ethics

We recognize and celebrate individual and team successes. We use valid data that reflect best practices and positive results and outcomes. We take responsibility for ourselves, for our actions, and for how these actions affect others. We develop a supportive and learning environment and work continuously to improve the quality of the services we provide. We keep our word and deliver what we promise. We incorporate our values into everyday decisions.

Value: Stewardship

Ethics

We manage the assets and protect the interests of the entire services system. We value and take care of staff. We use the Commonwealth's resources in the most effective and efficient manner.