

County Of San Diego
Health and Human Services Agency (HHSa)

SUBJECT: **Code of Conduct**

NO: **HHSA-M-1.2**

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DATE: April 15, 2026

REFERENCES: County of San Diego Code of Ethics, HHSa Program Policies and Procedures, California Fair Political Practices Commission

POLICY:

As a Health and Human Services Agency (HHSa) employee, temporary worker, student worker or volunteer (staff), you are expected to uphold the highest standards of ethical conduct in the performance of your duties by following the County's Guiding Principles. As an integral part of that conduct, you commit to:

Be Kind

- Treating others with equity, dignity, respect and courtesy, without regard to race, religion, creed, color, gender, economic status, sexual orientation, age, national origin, citizenship, ethnic group identification, disability, political affiliation, marital status, domestic partnership, source of payment, or any other non-treatment or non-service-related characteristic.
- Creating a work environment that promotes open and honest communications and a safe place to discuss ideas.
- Speaking up against perceived bullying, harassment or discrimination and ensuring that everyone feels welcomed and valued.
- Doing the right thing for our customers, our community and each other with HEART: Helpfulness, Expertise, Attentiveness, Respect and Timeliness.

Be Curious

- Seeking and gaining knowledge of all Federal, state, and local laws, as well as County of San Diego (COSD) policies and procedures applicable to your job.
- Completing all applicable training assigned to you.
- Fostering curiosity with your peers and providing others with the information they need to make informed decisions.
- Actively promoting and facilitating quality assurance and quality improvement and bringing forward suggestions for operational excellence.
- If in a supervisory position, encouraging staff's curiosity and information seeking, helping staff find information relevant to their work responsibilities, and ensuring processes are in place to consistently and uniformly monitor productivity, effectiveness, and compliance with HHSa policies regardless of any alternative work locations.

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Be Bold

- Creating a work environment that encourages raising ethical concerns and promotes identifying and implementing solutions.
- Raising concerns related to the Code of Conduct to a supervisor, manager, HHSa Business Assurance and Compliance, the County Office of Ethics and Compliance or the County's Ethics Hotline.
- Never compromising professional ethical standards nor encouraging others to do so.
- Speaking up about deficiencies or concerns in the quality of services being delivered.
- Immediately reporting any suspected or alleged child or adult abuse or neglect.

Do the Right Thing

- Reviewing the LMS assigned COSD Code of Ethics training annually and attesting to your understanding of, and agreement to adhere to, the contents.
- Adhering to all applicable Federal, state, and local laws as well as COSD and HHSa policies and procedures in the performance of your employment duties.
- Following all COSD policies and procedures related to usage of COSD computer systems, COSD provided cell phones and other COSD provided technology and supplies.
- Conducting HHSa duties with the highest standards of ethical and legal behavior.
- Following the HHSa Conflict of Interest Policy M-3.4 and avoiding commitments or relationships, including but not limited to outside employment or consulting, that interfere with, or could be perceived to conflict or interfere with, your ability to properly perform your HHSa duties.
- Adhering to all False Claims Act requirements and ensuring that COSD funds and property are appropriately accounted for and expended with care, guided by prudent judgement and good business practices.
- Securing and protecting information, including personally identifiable information, and never sharing it or using it for any purpose outside of County duties.

PROCEDURE:

1. New staff will receive a copy of this Code of Conduct as part of their orientation packet and will provide a signed Code of Conduct Acknowledgement to HHSa Human Resources within thirty (30) days of beginning employment with HHSa.
2. Staff will review the Code of Conduct and complete the acknowledgement through the Learning Management System (LMS) annually.

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QUESTIONS/INFORMATION:

Contact the HHSa Business Assurance and Compliance Office at (619) 237-8571 or compliance.hhsa@sdcounty.ca.gov

Approved:



Elizabeth A. Hernandez, Ph.D.
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County of San Diego
Health and Human Services Agency