

Welcome to



The right care . . .  
. . . at the right time

## Our Mission, Commitments and Code of Ethics

### Mission statement

It is the mission of New Oakland Family Centers to provide mental health treatment, therapeutic counseling and educational services of the highest quality to children, adolescents, adults and their families through consistent support to those we serve by being responsive to meeting the needs of our clients, by treating our clients with the utmost respect and through active involvement in our community.

### Commitment to our patients

As mental health professionals, we are committed to upholding the highest clinical and ethical standards. Among our commitments to you, our patients, are:

- **To tell you about appropriate treatment options**, answer your questions about medical risks and to give you the current and accurate medical facts you need to make informed decisions about your treatment.
- **To respect your wishes in decisions** about your health care and to respect your right to privacy.
- **To provide you with information about other resources** when we believe it will be beneficial for your care.
- **To provide you with high quality care** and to advocate on your behalf to ensure that you receive the care that you need.

### Code of ethics

Our Code of Ethics commits the entire New Oakland team to:

- Be dedicated to providing competent service with compassion and respect for human dignity.
- Deal honestly with clients and colleagues
- Respect the law and also recognize a responsibility to seek changes in those requirements which are contrary to the best interests of our clients.
- Respect the rights of clients, of colleagues, and of other health professionals, and shall safeguard client confidences within the constraints of the law.
- Continue to study, apply, and advance scientific knowledge, make relevant information available to clients, colleagues, and the public, obtain consultation, and use the talents of other health professionals when indicated.
- In the provision of appropriate patient care, except in emergencies, be free to choose whom to serve, with whom to associate, and the environment in which to provide services.
- Recognize a responsibility to participate in activities contributing to an improved community.