



Setting the Standard for Professional Ethics

ETHICS CONNECTION



CDMs must 'do the right thing' and set a good example in their foodservice operation

Certified dietary managers (CDMs) working in an institutional environment are often presented with ethical challenges in today's rapidly-changing world. An institutional (non-commercial) environment traditionally maintains high standards that are reflected in current policies and procedures.

A healthcare facility presents an even greater challenge in the area of ethics because it is a highly regulated environment that puts patient safety, care, and privacy above everything. Violating HIPAA regulations can be costly not only to the organization, but can also lead to a loss of job and possibly professional consequences that could follow a manager for years to come.

Many institutional organizations are guided by corporate compliance policies that help maintain the integrity of the organization and the community it serves. With the diverse culture in which we live, our staff is entitled to a workplace that is void of discrimination and allows all to succeed without the barriers of personal prejudices. It all comes down to ethics.

In a single day, a typical CDM is responsible for financial management including cash and inventory worth thousands of dollars. Additional obligations include working effectively with vendors, patients/residents, and employees who all have protected rights. Many of the decisions a leader faces come down to *doing the right thing*.



Thomas H. Thaman, CDM, CFPP is the Director of Food and Nutrition for Eskenazi Health in Indianapolis, which was named FoodService Director magazine's 2018 Foodservice Operation of the Year. He has been in food service for 42 years. An ANFP member for 21 years, Thaman is the new Chair of the Certifying Board for Dietary Managers.

This includes always abiding by the law and organizational policies. Consider the following scenarios:

- A diet aide delivers a tray to the room of a beloved resident. This resident has memory issues, and reveals that she is depressed about the recent death of a loved one. The diet aide wants to help the resident so she confides to her pastor, who has no association with the facility, that he should visit the resident to provide her comfort and understanding. The diet aide reported this to the CDM because she thought she was doing a good deed.
- A supervisor with an exemplary record borrows money from the safe to pay a personal debt the day before payday. He returned the money the following afternoon, but a peer witnessed and reported the incident to the CDM.
- The CDM who currently faces a staff shortage chooses not to hire a qualified cook who happens to be pregnant, and instead hires a less experienced cook to avoid an impending maternity leave.
- A long-time vendor who is negotiating a complex new contract with the CDM invites him to the company's corporate suite at an upcoming NFL game to watch a highly anticipated rivalry match-up.
- The CDM reports continuing education (CE) hours for a seminar that she was scheduled to attend, but could not go to at the last minute due to staffing challenges.

The above scenarios are situations in which a CDM must make an ethical choice. The choices are not always easy and they raise difficult questions.

- The well-meaning diet aide thought she was doing the right thing, but actually it was a HIPAA violation. Should this infraction be reported, although the action clearly violates a federal law?

- In the case of the supervisor who borrowed money from the safe, is it permissible to look the other way because the CDM likes the supervisor and the money was paid back? What message would that send to the peer and other employees regarding the company theft policy?
- Is it acceptable to openly discriminate against a qualified female cook because of an imminent maternity leave that would be inconvenient and leave the kitchen short-staffed? After all, hiring her would perpetuate the staff shortage.
- Is it proper to attend a highly anticipated NFL game with a vendor with whom you are negotiating a contract, or does it pose a conflict of interest and violate the company's code of conduct?
- For the CDM who falsely reports CE for a seminar which she did not attend, is it worth losing her certification and possibly her livelihood by violating policy? She had honestly planned to go to the seminar, but work responsibilities took precedence.

While no one intended to deliberately violate policy, protocols, or break the law, these are examples of ethical judgment calls that may be clouded by empathy, loyalty, uncertainty, friendship, or even a desire to help someone facing hardship.

The recent nationwide college admissions scandal is a prime example of careless lapses in ethics over personal responsibility. The parents accused of paying money for better standardized test scores or falsifying college admission applications all wanted to help their children, but have suffered grave consequences to both their reputation and careers—and those of their kids—because they failed to ask themselves if it was really the right thing to do.

Continued on page 22



LEARN MORE About the CDM, CFPP Code of Ethics on ANFPtv

An education session titled "Ethics 101: Discovering the CDM, CFPP Code of Ethics" will be recorded at ANFP's Annual Conference & Expo (ACE), and will appear on ANFPtv this summer. Earn 1 Ethics CE hour for tuning in. Thanks to Fieldstone Bakery for sponsoring the recording of the ACE session.

As leaders in our organizations, we have a responsibility to conduct ourselves with the highest degree of integrity at all times. Our actions should model the principles that we expect our team to adhere to. Anything less compromises our credibility as a leader. The phrase, “Do as I say, not as I do” does not reflect positive leadership and policies, and laws become meaningless when not followed and enforced. When that ethical structure is broken, chaos usually takes over and ultimately compromises staff morale and the safety and security of the resident, patient, and/or customer.

When in doubt about what’s right or acceptable, consult your company code of conduct or your HR Manager for guidance. The CDM, CFPP Code of Ethics is also provided with this article to help guide your ethical behavior and actions. (See pages 24 and 25.) Never compromise your integrity or the reputation of your department.

As you are aware, the Certifying Board for Dietary Managers (CBDM) recently voted to require that CDM, CFPPs earn one hour of CE focusing on professional ethics during their three-year recertification period. (See below for details.) Professional ethics encompasses standards, values, and guiding principles related to personal and business behaviors of professionals. Related topics include business/code of conduct, confidentiality, conflict of interest, diversity and inclusion, HIPAA/privacy, patient rights/dignity, and safe environment of care.

On behalf of the CBDM and the Association of Nutrition & Foodservice Professionals, we are proud to present this new requirement. Let it be a constant reminder to all CDMs that our professional behavior is based on our Code of



New Professional Ethics CE Requirement

Effective
June 1, 2019

Questions on the new professional ethics CE requirement? Inquire at info@cbdmonline.org

At a recent meeting, the Certifying Board for Dietary Managers (CBDM) voted to require that CDM, CFPPs earn one continuing education (CE) hour focusing on professional ethics during their three-year recertification period. This new policy became effective June 1, 2019.

This policy does not impact the total number of CE hours required over three years, which will remain at 45.

The new requirement for professional ethics education reflects the credentialing exam blueprint. The policy also reflects findings from the Job Analysis Study, which identifies the primary job responsibilities of certified dietary managers.

By ensuring that CDM, CFPPs are continuously striving to exemplify the traits and practices of an ethical nutrition and foodservice professional, the new CE requirement reinforces the critical role of the CDM in the minds of surveyors, administrators, and other professionals.

To help CDMs meet this requirement, ANFP will periodically provide targeted CE products – including Edge magazine articles – that address the topic of professional ethics. This hour must be earned while an individual is actively certified, and within the CDM’s three-year cycle.

All CDM, CFPPs need to earn one ethics CE hour beginning June 1, 2019.

Ethics, which will help guide us to do the right thing even when the decision is difficult. Make sure you exemplify the traits and practices of an ethical foodservice professional. **E**

Note: The CBDM will be reviewing the Code of Ethics at an upcoming meeting, so please check the website this fall for an updated version. Visit <https://www.cbdmonline.org/cdm-resources/cdm-cfpp-credential-code-of-ethics>.

ETHICS CE Questions | ETHICS CONNECTION



This Level 1 article assumes that the reader has entry level knowledge of the topic. The desired outcome is to ensure a foundation of basic concepts of the subject matter.

CBDM continuing competence
where education advances performance

Reading *Setting the Standard for Professional Ethics* and successfully completing these questions online has been approved for 1 hour of Ethics continuing education for CDM, CFPPs. CE credit is available ONLINE ONLY. To earn 1 Ethics CE hour, access the online CE quiz in the ANFP Marketplace. Visit www.ANFPonline.org/market, select “**Publication**,” then select “**CE article**” at left, then search the title “*Setting the Standard for Professional Ethics*,” purchase the article, and complete the CE quiz.

- When CDM, CFPPs have an ethical decision to make on the job, they should consider the following resources
 - Their coworkers, friends, clients
 - Company policy, HR Manager, the CDM, CFPP Code of Ethics
 - Facebook, Twitter, the online member community
- If an ethical structure is broken, chaos may result and can ultimately compromise
 - Staff morale and the CDM's reputation
 - Safety and security of clients
 - Both A and B
- The CDM, CFPP Code of Ethics includes the sanction of revocation of the certificate for conduct which indicates
 - Incompetence and/or unethical behavior affecting the CDM's performance
 - Physical and/or mental impairment impacting the CDM's performance
 - Both A and B
- Which of the following is *not* a principle of the CDM, CFPP Code of Ethics?
 - The CDM lives by the Golden Rule
 - The CDM fulfills professional commitments in good faith
 - The CDM maintains confidentiality of information
- The CDM, CFPP Code of Ethics applies to
 - All foodservice employees
 - All CDM, CFPPs, regardless of their ANFP membership status
 - All members of the interdisciplinary team
- The Certifying Board for Dietary Managers now requires that CDM, CFPPs earn one hour of continuing education focusing on ethics
 - Every year
 - One-time only
 - Once during each three-year recertification period
- The CDM, CFPP Code of Ethics, along with the CBDM's new ethics CE requirement
 - Serve as an ongoing reminder to CDMs to do the right thing, even when the decision is difficult
 - Are legally binding
 - Can result in a 30 day suspension if violated

MAKE YOUR CE HOURS AUDIT PROOF

ATTENTION CDM, CFPPs! Purchase your online CE products in the ANFP Marketplace and your completed CE hours will be automatically reported in your continuing education record. This includes all ANFP online courses, archived webinars, and online CE articles.