



Procedure Statement:

This document outlines what The Flower Cart considers to be best practice for employees to follow when faced with resolving an ethical dilemma.

Definitions:

Ethical Dilemma - It is a choice between two actions based on conflicting values. Both choices may be perceived as correct but they are in conflict, both are right and good, therefore a dilemma.

Belief - what you hold to be true

Conflict of interest - a situation where an employee has competing Flowercart and personal interests. Associated with this definition are:

Perceived Conflict of Interest - a conflict of interest that may be perceived by others rather than actually exist.

Personal interests - employee interests and interests of his or her business and other affiliations, his or her family, significant other, employer, or close associates.

Ethics - a set of moral principles, especially ones relating to or affirming a specified group, field, or form of conduct.

Value - what you hold to be important

Procedure:

1. Describe the ethical dilemma you are in
 - i. A clue to the possibility for an ethical dilemma is an emotional response to a situation you find yourself in. For example, you were uncomfortable in a situation, you feel uneasy about a decision, you're questioning yourself, you're questioning the decision made by a client.
 - ii. Make sure the situation is an actual ethical dilemma not a gap in service, a breakdown in communication, a lack of understanding of a law, a lack of understanding of The Flower Cart procedures
2. Gather the facts to make sure that you accurately understand the situation
3. Clarify your values
4. Identify the ethical principles you believe to be the cause of the dilemma
5. Clarify legal issues or The Flower Cart procedures
6. Explore possible solutions
7. Identify consequences of solutions
 - i. Think of consequences in terms of short-term, ongoing, and long-term.
8. Decide a course of action
9. Make an action plan
10. Evaluate the plan
11. What have I learned from resolving the dilemma?

Related Information:

Contact:

Human Resources Department

Roles and Responsibilities:

Revision History:

May 2012