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Owner: Pamela Erdman:
 12008005-Placement
 Resources Manager
Policy Area: Wraparound (REACH,
 O'YEAH)-Administration

References:

#053 - Ethics and Boundaries

POLICY

Wraparound Milwaukee programs are dedicated to building upon the strengths of the youth and family, increasing client independence and empowering families. Wraparound Milwaukee and all affiliated staff/providers/vendors will engage in professional behaviors and maintain ethical standards of practice with clients, colleagues and the community. Wraparound Milwaukee subscribes to ethical standards of practice that promote professional responsibility, protect client's rights and keep client's interests primary.

PROCEDURE

It is the responsibility of Wraparound Milwaukee staff and all affiliated providers to adhere to the following ethical conduct guidelines.

- A. Treat youth and families with dignity, respect and fairness.
- B. Respect confidentiality of youth and families and only disclose the minimum, necessary confidential information with an authorized release of information, and avoid discussion of confidential information in any setting unless privacy can be ensured.
- C. Dual Relationships: Avoid dual relationships with youth/families or former youth/families. In instances where dual relationships are unavoidable, staff should take steps to protect youth and are responsible for setting clear, appropriate and cultural boundaries. (Dual relationships occur when staff relates to youth/families in more than one relationship, whether professional, social or business.) Staff should disclose any known or potential dual relationship to their Supervisor and/or in accordance with the Agency's policy. In instances where this relationship may pose a conflict of interest that could interfere with professional responsibility and impartial judgment, Wraparound Milwaukee HIPAA Officer must be consulted.
- D. Social Media/Networking: Do not accept or request "friend" or contact requests from current or former clients or family members on any social networking site (i.e.: Facebook, LinkedIn, Twitter, Snapchat, etc.). Adding clients as "friends" or contacts on these sites can compromise your clients' confidentiality, as well as your privacy. It may also blur the boundaries of a therapeutic, professional relationship. Inviting or allowing clients, or their family members, to interact with or view your personal social networking page can be perceived as inviting them into your personal life. This can send mixed and confusing messages to clients. Do not messaging on social networking sites to contact clients. Discourage clients from using these methods to contact you. Such correspondence is vulnerable to confidentiality violations.
- E. Contact: Phone calls are the best way to contact youth and families. Ensure consent is received from the parent/guardian/youth prior any via text message with the parent/guardian/youth.

Email correspondence with clients is discouraged. Email is not completely secure or confidential. Email correspondence is retained in the logs of Internet service providers and may be considered a part of the legal client record.

- F. Must not physically, verbally or sexually abuse a youth, relatives or other individuals that reside with the youth and/or with whom the youth has a close personal relationship. Under no circumstances engage in sexual activities or contact with current youth/family enrollees, relatives or other individuals that reside with the youth and/or with whom youth/families have a close personal relationship. Any physical contact with clients and families is strongly discouraged.
- G. Under no circumstances engage any youth, family members, relative or other individuals that reside with the youth and/or with whom youth/families have a close personal relationship with, in any illegal/law-breaking activities or actions (*i.e., smoking/alcohol use, illegal drug usage, criminal activity, etc.*).
- H. Avoid the use of derogatory language in written and/or verbal communications to or about youth/families.
- I. Possess knowledge base of youth's culture and demonstrate competence in providing services.
- J. Treat all youth/families fairly, without prejudice in regard to behavioral or physical disability or characteristics, race, language, gender, gender identity, sexual orientation, age or religious beliefs and/or practices.
- K. May not accept payment of a private fee, other monetary compensation, or anything of substantial value from a youth or family for providing services to youth/family who is entitled to services through Wraparound Milwaukee or other available Providers.
- L. Know and follow the code of ethics of each respective profession (as/if applicable).
- M. Treat colleagues in a professional, respectful and courteous manner; represent fairly the views of colleagues.
- N. Take adequate measures to discourage, prevent and correct the unethical conduct of colleagues.
- O. Use reasonable judgment and take precautions to ensure that any potential biases do not lead to or excuse unjust practices.
- P. Report financial interests in any agencies providing services to youth/families to the Wraparound Provider Network.
- Q. Avoid exploitation of professional relationships for personal or financial gain, which includes any lending or borrowing money.
- R. Avoid conflicts of interest that interfere with professional responsibility and impartial judgment.
- S. Know and follow the rules/laws of each respective license as granted by the State of Wisconsin Department of Licensing and Regulation (as/if applicable).
- T. Must not willfully misrepresent Wraparound Milwaukee and its affiliated programs.

Attachments:

No Attachments

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: 11008000-BHD Administrator	11/7/2017
	MaryJo Meyers: 11003003-Director Wraparound Program	11/7/2017

Step Description	Approver	Date
	Pamela Erdman: 12008005-Placement Resources Manager	11/7/2017
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