



Salt Lake County  
Youth Services  
**Youth Council Manual**

*Revised 5/2021*

## INTRODUCTION

The Division of Youth Services Youth Council is a youth driven council. The mission of the Youth Council is to advocate for clients, to give them a voice and aid them in progressing through emerging adulthood with the sense of leadership with focus on advocating for the youth voice.

The Youth Council provides feedback to services on policies and rules for the Division of Youth Services from a youth/client perspective.

## PURPOSE

The purpose of the Youth Council is to have youth advocates from the community to bring youth perspectives and expertise to the Division of Youth Services to promote continuous quality improvement.

## MEMBERSHIP

The Youth Council is composed of 5-7 members. Each member is approved by sitting members and must be between the ages of 16-24 years of age. Members shall broadly represent the Division of Youth Services and reflect the diverse geography, economy, culture, gender, philosophy, and community of the Division.

The Youth Council will provide an application to the requesting/recommended individual. Members are required to make a 1 (one) year commitment.

Each member can serve 3-4 terms of commitment, 1 year in each position.

Each member who commits to the council will be hired on as a Paid Peer Mentor with the wage starting at \$13.50.

## DUTIES/RESPONSIBILITIES OF MEMBERS

Youth Council members advise the Division of Youth Services on matters relating to programs, policies, and provide input on how to better help the youth. Youth Council members possess knowledge to make informed decisions specific to their life experience.

Each member is to attend Service Projects and Activities to their availability.

In total, each member can only miss 2 (two) meetings, one excused and one unexcused.

Mandatory participation is expected for Holiday Celebrations.

Plan on committing 4 hours a month minimum.

It is expected that each member is participating to their full extent at all times.

## MEETINGS

Agenda:

The agenda will be provided by the Co-Chair for each meeting as well as a sign-in sheet.

It is expected that the meeting will follow the agenda and any other topic will be added to the next meeting's agenda to be discussed.

Each member can bring up a topic of interest at the end of each meeting to discuss at the following meeting. They will also be open to emailing the Co-Chair at least 3 (three) days in advance of the meeting to add topics of interest to the agenda.

**Frequency:**

Youth Council meetings will be held 1-2 (one-to-two) times each month and will last the duration of 2 (two) hours.

Each meeting is an open meeting with notes provided by the Co-Chair.

Each member will have the opportunity to attend a meeting via Zoom or WebEx ONLY with the approval of the Chair and Co-Chair for emergency purposes.

**NOTICE OF MEETINGS/RECORDS**

A notice of the meeting of the Youth Council is required. The Chair of the Youth Council will provide notices of meeting dates 2 (two) weeks in advance as well as a reminder 24 (twenty-four) hours before meetings.

The Youth Council Co-Chair will post meeting minutes and records of the meeting in a group email and Google Document.

**QUORUM**

Each meeting will need to have a minimum of 1/2 of current members in attendance for voting with email voting as an option.

**WEBSITE**

Possible attachment to the Division of Youth Services' website.

**RULES AND REGULATIONS**

The division of youth services has set operating procedures that members of the youth council are required to follow. During the hiring process HR will go into depth on documents that need to be signed. You can refer to the full operation procedures on a county computer

**TERMINATION POLICY**

If a member of the council partakes in any form of illegal activity they will be removed from the council. If a member acts in an inappropriate behavior they will be removed from the council. If a member does not follow rules and regulations they will be open to termination.

*We reserve the right to revise this for changes and improvement.*

**SALT LAKE COUNTY YOUTH SERVICES  
YOUTH COUNCIL APPLICATION**

Name:

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Address:

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City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

How did you hear about the Youth Council?

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What are your strengths and what are some things you can work on?

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Why do you want to join the Youth Council?

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How would you apply your strengths to the youth council?

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**SALT LAKE COUNTY YOUTH SERVICES  
REFERRAL FORM**

Thank you for your interest in referring a member to participate in the Youth Council. Please answer the following questions in order for us to consider them as a possible member.

Why do you think they would be best as a member of the Youth Council?

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What do you think they will bring to the Youth Council?

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Who are they as a person?

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What is their involvement in Youth Services?

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**SALT LAKE COUNTY YOUTH SERVICES  
OVERVIEW AGREEMENT**

The Youth Council is a youth driven committee set to help the Division of Youth Services in advocating for clients by giving them a voice and aid them in progressing through emerging adulthood with the sense of leadership in the community.

Each member is approved by sitting members and must be between the ages of 16-24 years of age.

Members shall broadly represent the Division of Youth Services and reflect the diverse geography, economy, culture, gender, philosophy, and community of the Division.

Members are required to make a 1 (one) year commitment.

Each member can serve 3-4 terms of commitment, 1 year in each position.

Each member who commits to the council will be hired on as a Paid Peer Mentor with the wage starting at \$13.50.

Youth Council members advise the Division of Youth Services on matters relating to programs, policies, and provide input on how to better help the youth.

Youth Council members possess knowledge to make informed decisions specific to their life experience.

Each member is to attend all meetings on the first Friday of every month, Service Projects, and Activities to their availability.

In total, each member can only miss 2 (two) meetings, one excused and one unexcused.

Mandatory participation is expected for Holiday Celebrations.

It is expected that each member is participating to their full extent at all times.

By signing this form you are agreeing to a 1 (one) year agreement to take part and be a member of the Youth Council.

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Signature

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Date

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Printed Name



NO: 001

DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON

**ABUSE AND HARASSMENT OF CLIENTS**

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**Procedure:**

This division subscribes to the Managing Aggressive Behavior (MAB) philosophy. Youth management issues can usually be prevented through positive interaction with the youth.

Abuse and/or harassment of any client is not allowed or tolerated. This includes physical, emotional, sexual abuse or harassment.

Progressive discipline will be used for any staff found to be abusing or harassing a client to include termination.

Any staff who knows or is suspicious that another staff is abusing or harassing a client is required to report such actions to their program manager or a Division administrator. A CPS report will be filed.

Staff are not allowed to reveal any information related to an abuse report to anyone except as necessary to provide for treatment for the alleged victim and as required for the CPS or law enforcement investigation.

APPROVED BY:   
Division Director

DATE: 2/14/14



DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON

**BCI / BACKGROUND SCREENINGS**

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**PROCEDURE**

All merit employees, emergency hire employees, and volunteers are required to have a criminal background/child abuse screening check completed by the State Office of Licensing before beginning work with the Division and yearly thereafter. Under some circumstances at the date of hire, the Division director may waive Office of Licensing rule and allow DYS staff and volunteers to work directly with clients under DIRECT supervision of another staff while the BCI/Abuse Screening check is being processed.

Results of the BCI/Child Abuse Screening check are confidential and are maintained in personnel or volunteer files. When there is a problem with a BCI/Child Abuse Screening check, the Division Director and the Quality Assurance Manager will be notified.

At any time, a merit staff or emergency hire is charged with any felony, misdemeanor, or infraction while working at DYS, the staff is REQUIRED to notify the Payroll Coordinator immediately and to complete a new BCI application with the updated information on it. With approval from the Division Director, staff may be permitted to work with clients under DIRECT supervision until the new BCI is approved by the State Office of Licensing.

At any time, a volunteer is charged with any felony, misdemeanor, or infraction while volunteering at DYS, the person is REQUIRED to notify the Volunteer Coordinator immediately and to complete a new BCI application with the updated information on it. With approval from the Division Director, a volunteer may be permitted to work with clients under DIRECT supervision until the new BCI is approved by the State Office of Licensing.

**APPROVED BY:**



Division Director

**DATE:**

Revised 07/18/2019

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DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON**CONFIDENTIALITY OF CLIENT RECORDS AND SERVICES**

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A client's right for respect and legal right to privacy are paramount when dealing with a client and client information.

Client files are never to be taken from the Division of Youth Services except for **authorized** business only. Files are to be handled as legal documents and not left lying around where unauthorized individuals may gain access to them.

Each employee/volunteer signs a "Pledge of Confidentiality" (*see attachment*) before beginning work with the Division. Staff is only to discuss case information with authorized individuals when a pertinent need to the case arises. No information is to be shared with anyone outside of the Division without a completed "Release of Information."

When a client, parent, or legal guardian requests information from the case file for personal use or to be sent to another agency and/or professional, the client, parent, or legal guardian **must** sign a Release of Information form and submit a photo ID before the information is released. When the request is made by a client, parent, or legal guardian who cannot come into the agency to sign a "Release of information" and provide a photo ID in person, the client, parent or legal guardian must have the DYS Release of Information form completed and their signature on the release form notarized as required by U.C.A. § 63G-2-202(1)(b) & (d ii). The original DYS Release of Information form with the notarization must be received before the information can be released. A faxed copy or emailed copy will not suffice.

In all cases, **only** the specific information requested is released.

All current hard copy client records are maintained on the premises of the Division as per contract. Hard copy client files are sent to County archives as permitted by contract for retention. Destruction is completed per county procedure after contract retention requirement is met. Electronic client records follows the contract requirement for retention and then are deleted.

**NOTICE REGARDING SUBSTANCE ABUSE RECORDS:** The federal laws 42 CFR, part 2, regarding these records **supersede all State and County regulations concerning clients in a substance abuse treatment program and their records. Only the client can sign for release of such records.**

APPROVED BY: \_\_\_\_\_

Division Director

DATE: Revised 4/22/14

DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON

**DRESS STANDARDS**

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**PROCEDURE**

Our dress code policy outlines the Division's expectations from employees regarding their appearance. The way employees project themselves when they represent the Division with clients, visitors and/or community partners can have direct consequences on how it is perceived. Therefore, employees should be aware that their appearance is seen as an integral part of the Division's culture.

All employees are obliged to demonstrate professionalism and a businesslike attitude through their appearance.

Jeans: Employees may wear denim jeans of any color to the work place. The denim jeans may not be frayed, torn, or have holes. Exceptions to this rule are as follows:

- ❖ Have business with community partners and/or agencies, including the County. Including team meetings and professional meetings.
- ❖ Facilitating training to outside professionals.
- ❖ Facilitating Groups: ie: Strengthening Families, etc.

Attire should not have slogans or advertisements, which by their very nature are controversial or obscene. Attire should not have images or words that are disrespectful toward any race, culture, religion or gender. Attire should not depict any criminal activity, violence, drugs, alcohol, or tobacco.

Employees who work on the Residential floor may wear shorts to work as long as they are not frayed, torn, or have holes, and are not shorter than mid-thigh.

If other employees, besides Residential staff, take clients on recreational activities they are allowed to bring appropriate attire to wear during the activity but need to change if they meet any exceptions listed above.

If any employee wears attire that appears inappropriate supervisors will meet with employee to discuss this policy. Program managers can set expectations for their teams and positions. Employees should approach their supervisor when there are questions or if they need clarification about dress standards.

**APPROVED BY:**



Division Director

**DATE:**

Revised 05/08/2019

DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON

**NEWS MEDIA CONTACT AND PUBLIC  
INFORMATION APPROVAL**

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**Procedure:**

To help ensure the accurate, appropriate and effective dissemination of Salt Lake County Youth Services information on a daily basis and during emergencies and major events, and to ensure quality in the production of educational and promotional materials and that these materials represent the Salt Lake County Youth Services in a positive way.

As a public agency, Salt Lake County Youth Services has the responsibility to inform the public about the services it provides. Public knowledge of Salt Lake County Youth Services and its programs is vital to its success. Salt Lake County Youth Services goals give direction and provide timely and effective communication to its constituents. The media and social media are tools for providing such communication. These media standards and procedures help ensure the appropriate and effective dissemination of Salt Lake County Youth Services information.

**Authorized Spokesperson:** Any Salt Lake County Youth Services employee who has been given authority by the executive staff and/or authorized by the PIO may speak to the news media on behalf of the agency.

**Salt Lake County Youth Services Business:** Any issue pertaining to Salt Lake County Youth Services when discussed or performed by an employee while using department funds, resources, equipment, materials, job title, or while on official work time or in an official capacity.

**News Media:** Refers to all local and national radio, television, newspaper, magazine, Internet, (including social media and Web 2.0 sites), or other media agencies that provide information to the public.

**Official Use:** An employee's use of social media or an externally focused site for the express purpose of communicating on behalf of Salt Lake County Youth Services to further its broad interests, or specific programmatic and policy interests.

**Personal Use:** An employee's use of social media, or an externally focused website, for personal interests that have nothing to do with his or her job duties for Salt Lake County Youth Services. Use that is not Official Use is automatically Personal Use.

**Public Information Officer or PIO:** The Salt Lake County Youth Services employee who manages media relations and determines the appropriate format to disclose or release information. The PIO acts as a clearinghouse for any publicly released information to ensure consistency in statements and materials.

**Releasing/Disseminating Information:** The granting and scheduling of media interviews, issuing news advisories and releases, calling news conferences, forwarding of Salt Lake County Youth Services documents, etc.

**Social Media:** The various online technology tools that enable people to communicate easily via the Internet to share information and resources. Social media may include text, audio, video, images, podcasts, and other multimedia communications. Prominent social media sites include You Tube, Facebook, Twitter, My-Space, forums, wikis, and blogs.

### **General Media Guidelines**

If an employee is contacted by a media representative for information or interview request, the employee will refer the representative to the PIO for assistance and coordination. The PIO will serve as a clearinghouse for the request, and help the media in locating the best possible spokesperson to respond to the request. The PIO will then inform the Division Director and the Mayor's Public Information Office of the request. The employee will also inform his or her immediate supervisor.

If an employee is at the scene of a news event and a spontaneous interview is requested, or if a reporter appears unannounced, and in the employee's best judgment delaying comment would damage Salt Lake County Youth Services credibility, the employee will grant the interview and notify the PIO as soon as possible that an interview was granted.

**During the course of an interview or interaction with the media, the employee will:**

Offer only factual and confirmed information. Answer all of the reporter's questions. If the employee does not know an answer, the employee will reply that he or she will look into the matter, or that the matter is under investigation. The employee will state that he or she or the Salt Lake County Youth Services PIO will contact them when new information is available. The employee should get the reporter's name, phone number and the media agency they are with, and if the employee is unfamiliar with the reporter, ask to see his or her media credentials or request a business card; and give no "off the record" comments, and give no "no comment" statements.

The employee will inform the media representative that all further inquiries or requests should be directed to the PIO to coordinate follow-up information. The PIO will follow the appropriate chain-of-command, and find the best person to respond to further questions.

The PIO will assure the Division Director is informed of all Salt Lake County Youth Services media contacts. The PIO will also inform the Division Director of all media

contacts that involve their divisions.

The PIO will inform staff and managers of any news releases by providing timely copies. News releases will be distributed internally to the appropriate personnel for content approval before being issued to the media.

The Division Director, Associate Director and the PIO may speak as representatives for Salt Lake County Youth Services. This responsibility may be delegated by any of these representatives to other appropriate staff.

The PIO will approve and/or write all news releases. If another employee writes a news release, the PIO must review and approve it before dissemination. In the event the PIO is unavailable, the Division Director, Associate Director and Communications Manager must approve the news release.

No employee will contact the media (to include story ideas, editorial articles, and letters to the editor and responses to media stories) regarding Salt Lake County Youth Services business without prior approval from the PIO. Potential media story ideas should be forwarded to the PIO and are strongly encouraged.

Media representatives inquiring about litigation related to the Salt Lake County Youth Services must be immediately referred to the Division Director.

If a member of the media requests photo privileges inside a Salt Lake County Youth Services building, the PIO will be notified immediately. Any client or patient who agrees to be photographed (video or still photography) or interviewed by the media must fill out the appropriate "Media Consent" form before the photo or video is taken or interview given. One copy of the form should be kept in the "Photo and Media Consent" file organized by the PIO at the location where the photo/interview was taken.

News conferences may be called to ensure that all members of the media hear the information at the same time, in the same manner, and in the same format. Only the Salt Lake County Youth Services Division Director, through the PIO, may call a news conference. When a news conference is scheduled, interviews on the conference topic will not be granted until after the news conference is held.

No confidential client information will be released to the media.

When the media makes a request for record information, the appropriate GRAMA (Government Records Access and Management Act) procedures will be followed.

### **Media Contact During an Emergency or Major Event**

During an emergency, the Division Director, Associate Director and the PIO will be the authorized persons to speak to the media on behalf of the Salt Lake County Youth Services. This responsibility may be delegated to another employee, but only with the prior approval of the Division Director and notification from the PIO.

If an employee who is not a designated or authorized spokesperson is contacted during an emergency or a major event, the employee will refer the media representative to the PIO. The employee will inform the representative that the PIO will be able to help answer all of the questions the representative may have. If it is appropriate for the employee to take a message, the employee will take the representative's name, media agency, the information desired or storyline, and what the deadline is. The employee will tell the representative that he or she should receive a call from the PIO within 15 minutes. The employee will immediately notify the PIO and relay the request. If the media representative asks the employee for a comment, politely restate that the PIO will be able to best help in this situation.

## **Disseminating Information to the Community**

**Information Material Approval:** The PIO must review and approve all brochures, posters, pamphlets, mass mailings, website submissions, video scripts, public service announcements, news articles, editorials, and other documents produced for the Salt Lake County Youth Services before they are printed and distributed.

## **Social Media Guidelines**

If an employee is authorized by the Division Director or PIO to make Official Use of social media, and speak on behalf of Salt Lake County Youth Services via social media or externally focused websites as part of his or her job duties, the employee will follow the "Social Media Policy and Guidelines" established by the PIO and Communications Staff. All Youth Services staff participating on the internal communications agency team having access to social media must sign the county MOU.

If an employee is authorized by his or her supervisor to make use of social media and externally focused websites, the employee will visit and utilize only sites and social media platforms that directly relate to and positively enhance his or her job duties. Other uses and sites fall under Personal Use.

Personal Use of social media and externally focused websites will occur only during personal time, such as lunch time or break time, and will not interfere with an employee's work commitments.

All use of social media is subject to all Salt Lake County Youth Services Operating Standards & Procedures.

Personal Use of social media, including use outside of work hours, will not include communication, written or photographic, that is identifiable as being about Salt Lake County Youth Services or its clients, employees, or activities. Employees may discuss their at-work life in a general, nonspecific manner only.

Social media interactions categorized as Personal Use should be written in the first person. When an employee's connection to Salt Lake County Youth Services is apparent,

directly or indirectly, the employee will make clear that he or she is speaking individually and not on behalf of Salt Lake County Youth Services. Employees who use social media in any capacity are encouraged to include a disclaimer on their social media profiles that "The views expressed on this [blog, website, profile] are my own and do not reflect the views of my employer."

Unless approved by the PIO or Division Director in advance, an employee's social media name, profile photo, or URL will not include the Salt Lake County Youth Services name or logo in whole, part, or any derivation thereof.

APPROVED BY:   
Division Director

DATE: 07/10/2015





NO: 685

DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON

## SEXUAL HARASSMENT AND DISCRIMINATION

Harassment is a form of discrimination which is prohibited by federal law and Salt Lake County policy. Discrimination and harassment on the basis of a person's Race, Color, Religion, National Origin, Sexual Orientation, Marital Status or Sex is prohibited under County policy. Sexual harassment is a form of sex discrimination.

**Sexual Harassment or Discrimination is NOT to be taken lightly, anyone engaging in conduct prohibited by law could be held personally liable!**

Sexual harassment is defined under Federal Law and County Policy 5730 as:  
Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- (2) submission to or rejection of such conduct by such individual is used as the bases for employment decisions affecting such individual,
- (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

The three elements are:

**FIRST**, the conduct must be of a sexual nature. This means words, physical contact or gestures.

**SECOND**, the conduct must be unwelcome.

**THIRD**, a job related factor must also be present:

- A. Submission to the unwelcome conduct is a condition of employment.
- B. Submission to the unwelcome sexual activities results in a positive or negative employment decision
- C. The unwelcome sexual conduct may also interfere with work performance and create a hostile, intimidating or offensive working environment.

In summary, sexual harassment is unwelcome sexual conduct that affects the victim's working conditions.

### Preventing Harassment-

The first line of prevention is to avoid doing or saying anything that might offend someone. The second line of prevention is to report incidents of harassment or discrimination under County policy.

You may report to: Any supervisor in your area, the County EEO Manager 385-468-0585, the County Personnel Director, your Volunteer Coordinator, the County Mayor, any County Council member, or Utah Antidiscrimination Division.

Salt Lake County will not tolerate any sexual harassment in the workplace and policy provides for immediate investigation with appropriate discipline for anyone who engages in harassment.

APPROVED BY:   
Division Director

DATE: Updated 12/31/14

DIVISION OF YOUTH SERVICES OPERATING PROCEDURE  
ON

**PROFESSIONAL RELATIONSHIPS POLICY**

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**I. PURPOSE** To establish professional standards of behavior that support staff well-being and professional patient care.

**II. BACKGROUND** This policy addresses a standard of professional practice that supports staff well-being as we strive to deliver the highest level of client care. Confusion can exist around professional boundaries that serve to protect both staff and clients. Behaviors acceptable in personal relationships can be inappropriate in professional settings. This policy identifies professional boundaries that define professional behaviors from other behaviors which can, intentional or not, reduce the benefit of care to clients/families which can lead to over-involvement and burnout for staff as well as potential liability for the agency. Ethical decision making is a process. There are many instances in the work where simple answers are not available to resolve complex issues. Youth Services employees' decisions and actions need to be consistent with the spirit as well as the letter of the values, principles, State laws, standards of Youth Services and Salt Lake County. Staff assume the full burden for setting clear, appropriate, and culturally sensitive boundaries with clients, former clients, client families, and other individuals with whom clients maintain a close personal relationship or it is reasonable to believe a relationship exists.

**III. DEFINITIONS**

**1. Client** as defined by Provider Code of Conduct, other policies and procedures of Salt Lake County Youth Services and Salt Lake County as applicable.

**2. Dual Relationship** When a staff member has another relationship with a client (i.e. family member, significant other, friend, neighbor, business associate, or teacher) while simultaneously being engaged in a professional care provider relationship. Awareness of dual relationships is necessary due to the increased risk of losing professional objectivity and boundary violations.

**3. Professional Boundary** Those limits which define and protect the relationship between staff and client. These limits help establish a safe beneficial connection between staff and client.

**4. Professional Objectivity** Placing the needs and the concerns of the client as the primary priority. The ability to distinguish between one's own personal and emotional needs from that of the client's.

**5. Professional Relationship** A relationship where the interactions between staff, staff and clients are goal directed and focused on the needs of the client. It is characterized by empathy and trust while assisting clients to identify and obtain their treatment goals.

**6. Boundary Violation** When one does not distinguish between his or her own personal and emotional needs from those presented by the client. It refers to overstepping boundaries that jeopardize and compromise the professional relationship.

**7. Fraternalization** This term refers to relationships between two or more people that has a flirtatious, romantic or sexual aspect. Fraternalization impacts professional objectivity and may negatively impact the client's confidence in the care received or trust necessary in the client/provider relationship. Professional conduct mandates avoidance of any behavior that may have the appearance of sexual misconduct, sexual harassment, exploitive or abusive.

**IV. STATEMENT** This policy provides minimum standards of professional conduct in order to assist staff in maintaining appropriate boundaries in their professional relationships between staff and clients, families, and co-workers. Salt Lake County Youth Services requires that staff understand and utilize defined professional boundaries that will facilitate best practice.

**V. Standards of Practice** include but are not limited to the following;

1. Staff will not assume dual relationships with clients that may include but not limited to direct care for a client's family members, significant others or friends unless approved in writing by the Director.
2. Friendly conversation is central to good customer service. However, staff shall recognize that it is never appropriate to use a client as a sounding board for the staff member's personal problems or to seek advice from them. Personal disclosures other than friendly conversation by staff are appropriate only when pertinent to the client's health and well-being.
3. It is expected that discussing non-work related personal information with co-workers will be done in private. Disclosure of this nature in the presence of clients or client families and other individuals with whom clients maintain a close personal relationship or it is reasonable to believe a relationship exists can detract from the work environment and client care.
4. Staff will treat clients, client's families, and co-workers with respect including respect for their privacy. Talking or gossiping about others is unprofessional, disruptive, and counter-productive to a safe working environment. When staff experience difficult life stressors other staff will rigorously guard the privacy of the co-worker.
5. Staff shall refrain from disclosing identifying information about themselves to clients, former clients, their families or friends and other individuals with whom clients maintain a close personal relationship or it is reasonable to believe a relationship exists that is not in harmony with standard business practice. Identifying information includes but is not limited to personal phone numbers, addresses, emails, social media information, account numbers, passwords, etc. This type of disclosure may negatively alter the nature of the client/caregiver relationship and may represent a safety risk to the caregiver.
6. Staff will refrain from acting possessive about select clients or giving special attention to any client and other individuals with whom clients maintain a close personal relationship or it is reasonable to believe a relationship exists that is not given to all.
7. The client provider relationship should be friendly and congenial which is different than a social relationship. Staff will not transport, socialize, or fraternize with clients, former clients, client friends and other individuals with whom clients maintain a close personal relationship or it is reasonable to believe a relationship exists when on or off duty other than standard business practice unless there is a documented pre-existing personal relationship or specific permission is obtained in advance.

8. Staff are encouraged to seek balance in their personal and professional lives. To this end, staff who are off-duty are not to call or come to work to check on clients, other work responsibilities or socialize unless they are requested to do so by a supervisor.

9. Plans to recognize clients or client family members (including gifts, parties and contributions) for birthdays, holidays or other celebrations and so forth, while well intentioned, can create a variety of problems. All gifts, parties, and contributions will be organized through the Director, the Program Manager or designee.

10. When staff identify a "special needs" situation involving a particular client or family they shall refer the matter to their Program Manager.

11. Staff under no circumstances are to fraternize or engage in sexual activities or sexual contact with clients, client's relatives, friends or other individuals with whom clients maintain a close personal relationship or it is reasonable to believe a relationship exists whether such contact is consensual or forced. Sexual activities include but are not limited to text, photos, depictions, and messages electronic, non-electronic, verbal, non-verbal or by other means and media.

12. Staff will not fraternize or engage in physical contact with clients or former clients when there is a possibility of psychological or emotional harm as a result of the contact including but not limited to cradling or caressing or allow such behavior from the client to the employee or other clients.

Related Policies Include: Provider Code of Conduct, Standards of Conduct, Sexual Harassment

**APPROVED BY:**



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Division Director

**DATE:**

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Revised 02/08/2017