

Wraparound Orange

Community Coordinated Mental Health Services

Collaborative Providers Roles and Responsibilities

Section: 3

Subject: Provider Ethics in Service Provision

Effective Date: 1/24/2011

Revised Date: N/A

Wraparound Orange ensures that services will be conducted in an ethical manner meaning that clients and employees will be treated with respect and caring building upon the strengths of the youth and family. Ethical behavior is also defined in the sense that services are conducted with the values of the program in mind at every step and through every action. Acting in an ethical manner will serve to enhance the quality of services we provide to families and youth, gain public trust and support and become an outstanding role model for other service providers to follow.

PROCEDURES:

Ethics in service provision definition: Protect client's rights, promoting professional responsibility while keeping the youth/family interests primary.

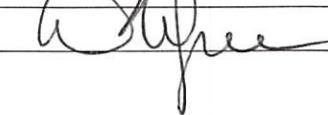
Procedures: Wraparound staff shall:

- A. Treat youth and families with dignity, respect and fairness. This applies to colleagues as well.
- B. Respect the confidentiality of youth and families by not disclosing confidential information without having a authorized release of information, and avoid discussion of confidential information in any setting unless privacy can be ensured.
- C. Avoid dual relationships with youth/families or former youth/families with whom there is a risk of exploitation or potential harm to the youth/family. 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.
- D. Not sexually, physically, verbally, or mentally abuse a youth, relatives, or other individuals that reside with the youth and/ or whom the youth has a close personal relationship. Violations of this nature are subject to immediate termination on the part of the employee.
- E. Must possess a knowledge base of the youth and family's culture. If the Wraparound Specialist needs additional information or assistance regarding a culture they will consult with the Cultural and Linguistic Competency Coordinator.
- F. Must treat all youth/families fairly without prejudice in regard to mental or physical disability or characteristics, race, sex, sexual orientation, age, or religious beliefs and practices.
- G. Avoid all use of derogatory language in written or verbal communications to or about youth/families.
- H. Not accept payment or a private fee or any other monetary compensation from a youth or family member for providing services to the family whether they are a active or inactive enrollee.
- I. Use the Wraparound Orange chain of command to take and/or report the unethical conduct of colleagues.
- J. Use reasonable judgment and take precautions to ensure that any potential biases do not lead to or excuse any unjust practices.

- K. Report financial interests in any agencies providing services to youth/families through the Provider Network.
- L. Avoid exploitation of professional relationships for personal or financial gain.
- M. Avoid conflicts of interest that interfere with professional responsibility and impartial judgment.
- N. Know and follow the rules/laws of each respective license as granted by the State of Florida Department of Licensing and Regulation if licensed.
- O. Comply with their respective agency Ethical Policies.
- P. Not willfully misrepresent Wraparound Orange and its services.
- Q. Not allow a youth or family to borrow items.

REFERENCE: None

ATTACHMENTS: None

DIVISION APPROVAL: 	DATE: 10/1/15
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Wraparound Orange Community Coordinated Mental Health Services

Collaborative Providers Roles and Responsibilities

Section: 3

Subject: Training Requirements

Effective Date: 1/10/2013

Revised Date: 10/01/2015

PROCEDURES:

Required Training Hours/Topic Areas

The Agency must adhere to the following training requirements as well as any Wraparound Orange mandated trainings.

1. **Initial Training**

- a. For all staff within their first year of employment of Wraparound Orange, eighty **(80) hours** of training must occur and be documented.
- b. After the first year of employment, staff must complete forty **(40) hours** of training per year must occur and be documented.

Note: Training listed below MUST occur within the first 3 months of employment.

Initial training must include

- Wraparound Orange Orientation and Review of all policies and procedures.
- De-escalation techniques
- CPR and First Aid
- Wraparound and System of Care Training (minimum of 32 hours)
- Mandatory Reporting Requirements and Incident Reporting
- Cultural and Linguistic Competency (minimum 4 hours)
- CANS-C training
- Client Rights and Responsibilities, obtaining consent for treatment.
- HIPAA and Confidentiality
- Universal Precautions, HIV and AIDS
- Defensive Driving
- Safety Training

2. **Ongoing Training**

Staff are required to attend at least forty (40) hours per year of documented, ongoing, job-related training and must include updates of mandatory trainings such as CPR and HIV/AIDS.

The following job-related trainings are examples and are not meant to be an exhaustive list of trainings that should be provided:

- Basic mental health and psychopharmacology concepts applicable to crisis situations.
- Techniques for assessing and responding to persons with emergency mental health needs who are suicidal and/or are experiencing AODA related problems.
- Establishing boundaries/building trust.

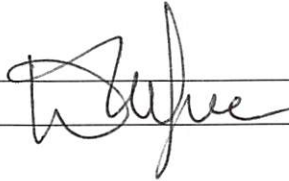
- Family dynamics.
- Engaging resistive youth/families.
- Identifying and utilizing youth/family strengths.
- Conflict resolution.
- Working with culturally diverse populations.
- Youth growth and development/human sexuality.
- Working as a team.
- Empowering youth/families.
- Nurturing social and interpersonal growth.

Note: Agencies must maintain a record of training topics, dates, times, presenter, attendance signature sheets and certificates of attendance on file at their Agency for each individual provider of Crisis Stabilization/Supervision.

REFERENCE: None

ATTACHMENT: None

DIVISION APPROVAL:

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DATE:

10/1/15