

FAMILYMEANS POLICY

C. PERSONNEL

C.5. TITLE: Volunteer: Confidentiality

POLICY: Confidentiality of client information is necessary to establish a relationship of trust and to create an atmosphere of respect. Volunteers are expected to adhere to the same requirements for confidentiality as employees of FamilyMeans.

PROCEDURES:

C.5.01. Volunteers are required to sign a statement of confidentiality at the time of their orientation.

C.5.02. Volunteers are encouraged to discuss their concerns about clients with their supervisor.

C.5.03. If it becomes known that a volunteer is discussing their clients in an identifying way outside of the agency, staff will discuss with the volunteer and work to correct the situation.

C.5.04. Continued breaches in confidentiality may lead to disciplinary procedures including termination of the volunteer's relationship with the agency.

CROSS REFERENCE: □

□ Policy Approved: February 24, 2003
Policy Reviewed: April 28, 1997, Nov. 27, 2006, 11/15/10, 6/23/14
Policy Revised: _____
Legal Statutes: _____
Expert Review: Legal review 11/10

PERSONNEL

C.6. TITLE: Volunteer: Grievance

POLICY: Volunteers have a right to express any grievances or concerns. A grievance procedure is established to provide a mechanism for the prompt resolution of concerns or problems affecting volunteers.

PROCEDURES:

Volunteers will be given a copy of the grievance policy at the time of orientation.
Grievances will be handled in the most confidential manner possible.

C.6.01. It is the expectation of the agency that when a conflict or a misunderstanding occurs, the volunteer will make every effort to resolve the concern directly with the person or persons involved. If those efforts do not resolve the disagreement the volunteer may choose to ask a supervisor or member of the management team to facilitate a meeting of the persons involved in the disagreement. If the disagreement continues to be unresolved, the volunteer may choose to file a formal grievance.

C.6.02. A volunteer with a grievance should first discuss the problem with his/her supervisor. If no resolution is reached, the volunteer will place the grievance in writing and appeal to the President. The President will meet with the volunteer to attempt to resolve the situation in a reasonable time period. The volunteer will be informed of the resolution in writing within a reasonable time. A record of the final resolution and outcome of the grievance will be entered into the volunteer's file. The information to be recorded in the volunteer file will include:

- a. name of complainant,
- b. supervisory relationship
- c. facts and details regarding the issue and applicable policies
- d. efforts to resolve the complaints, and
- e. the conclusion.

C.6.03. A volunteer has the opportunity to appeal the President's decision by taking their grievance to the Executive Committee of the Board. The President will keep the Executive Committee of the Board of Directors apprised of all grievance procedures requiring the attention of the President and their outcomes.

C.6.04 When the President is the subject of a grievance, the volunteer may report the circumstances to any member of the Management Team who will then carry out the steps described in C.6.02.

CROSS REFERENCE: Employee Handbook, Section VII – Employee Conduct, G.
- Conflict Resolution

□ Policy Approved: February 23, 1998, February 24, 2003
Policy Reviewed: Nov. 27, 2006, 11/15/10, 6/23/14
Policy Revised: 11/10
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Expert Review: Legal review 11/10

FAMILYMEANS POLICY

C. PERSONNEL

C.7. TITLE: Volunteer: Conflict of Interest

POLICY: Volunteers are expected to maintain an appropriate professional relationship with the people they serve.

PROCEDURES:

C.7.01. While empathy, understanding and advocacy for the client are expected, any personal involvement of an economic, sexual, coercive or threatening nature or any relationship other than what the job calls for is prohibited.

C.7.02. Volunteers are discouraged from giving or receiving any gifts to or from clients except token gifts. The volunteer is encouraged to consult with the staff when in doubt. Clients who express a need to give something for the services they receive can be reminded that they can make a financial contribution to FamilyMeans.

C.7.03. Volunteers are prohibited from lending money to or borrowing money from clients and also from buying, selling or receiving personal property at the request of the client.

C.7.04. Distribution of political materials is prohibited.

C.7.05. Volunteers may not distribute religious materials or engage in any kind of proselytizing activities. They are to use discretion in those situations where it seems appropriate to discuss spiritual concerns with the client, seeking to follow the lead of the client rather than pursuing their own interests.

CROSS REFERENCE:

Policy Approved: February 24, 2003
Policy Reviewed: April 28, 1997, Nov. 27, 2006, 6/23/14
Policy Revised: _____
Legal review 11/10

C. PERSONNEL

C.8. **TITLE:** Volunteer Staffing Policy

POLICY: FamilyMeans will not discriminate against or harass any employee, applicant for employment, volunteers or persons requesting services based on age, gender, sexual orientation, color, race, creed, national origin, ancestry, religious persuasion, marital status, political belief, physical or mental disability, pregnancy, military or veteran status, status with respect to public assistance or any other characteristic protected under state, federal or local law. Volunteers will be recruited based on qualifications needed for the volunteer position. Volunteers will be trained for a specific and clear responsibility with the agency. Volunteers will receive on-going support, recognition and opportunities for feedback.

PROCEDURES:

C.8.01. Registration will be done by filling out the volunteer application form. The volunteer application, along with other personnel records, will be kept in an active file during the volunteer's time of service and will be kept in a closed file for three years.

C.8.02. Staff will contact the references given by the volunteers and others we deem appropriate. Staff will also complete a criminal check with the Bureau of Criminal Apprehension on each volunteer who has direct contact with clients or contact with client information before they are matched with an assignment. Any past record of physical or sexual abuse will disqualify a person as a volunteer if they were to be assigned to work directly with a client or client information. Other questions about a past record will be decided on a case by case basis by staff.

The background check is required before a volunteer is able to begin work with a client. The volunteer must sign a release authorizing FamilyMeans to conduct a background check. Failure to provide this authorization will be a sufficient basis for denial of the volunteer opportunity.

In the State of Wisconsin, a Caregiver Background Check will be done at the point a volunteer is assigned to a care receiver. These background checks will be conducted at least every four years.

C.8.03. Program volunteers who will have direct contact with a client in the respite program are required to attend a job orientation and training session before they begin their assignment. Opportunities for in-service training and support are offered during the year.

POLICY: FamilyMeans prohibits sexual harassment and unlawful discrimination of or by its volunteers or clients, in any form. Such conduct will result in disciplinary action up to and including discharge of volunteers or termination of the client relationship. There will be no retaliation against an affected individual as a result of bringing forward such a complaint.

Types of harassment and discrimination include, but is not limited to: age, gender, sexual orientation, color, race, creed, national origin, ancestry, religious persuasion, marital status, political belief, physical or mental disability, pregnancy, military or veteran status, status with respect to public assistance or any other characteristic protected under state, federal or local law.

DEFINITION:

Sexual harassment is a form of sex discrimination. It exists in the workplace where a volunteer is subjected to unwelcome advances, suggestive comments or physical contact of a sexual nature which create an intimidating, hostile or offensive working environment.

DEFINITION:

Unlawful discrimination is defined by Federal and State laws. Summaries of these statutes are available from the Executive Assistant at FamilyMeans.

Each volunteer will be provided with a copy of this policy at the time of their assignment. Any policy revisions will be given to volunteers in writing. The intent is to assure all volunteers understand their rights and responsibilities under this policy.

PROCEDURES:

- C.9.01.** Volunteers who believe they are being sexually harassed or discriminated against should immediately and clearly advise the person that the behavior is offensive.
- C.9.02.** If the volunteer does not feel able to handle the sexual harassment or unlawful discrimination directly, the problem should and must be brought to the attention of a supervisor, or the President.

- C.9.03.** When other volunteers are aware of the harassment towards others they have an obligation to report it to a supervisor or the President of FamilyMeans.
- C.9.04.** Complaints shall be documented in writing by the supervisor or President and will be handled in a respectful manner with expediency.
- C.9.05.** A reasonable timeline for the investigation and, if necessary, corrective action, will be established by the claimant and the President/supervisor at their first meeting.
- C.9.06.** The agency's policy on confidentiality will apply to a complaint.
- C.9.07.** A thorough investigation will be conducted by the President. Should the complaint be against the President, the supervisor and the Board Chair will investigate.
- C.9.08.** Following an investigation, appropriate corrective action will be taken by the Agency.
- C.9.09.** Should the President be absent the Management Team member authorized to be in charge would carry out the investigative responsibilities.

CROSS REFERENCE:

Policy Approved: February 24, 2003 _____
 Policy Reviewed: April 28, 1997, Nov. 27, 2006 _____
 Policy Revised: June 23, 2014 _____

 Legal review 11/10 _____

C. PERSONNEL

C.10. TITLE: Behavior Support and Management

POLICY: Behavior Support and Management begins with creating an environment in which the need for restrictive intervention is minimized to the greatest extent possible. A culture that promotes respect, healing and positive behavior and provides individuals with the support they need to manage their own behaviors, can help prevent emergency situations. Restrictive behavior management, including restraints and seclusion are not used under any circumstances. This policy applies to clients as well as to employees, contractors, consultants and volunteers.

The preventive nature/relationship building of the agencies programs creates a safe place not likely to evoke behavior problems. Our client population typically present with social/emotional issues rather than behavioral issues.

Failure to abide by this policy many result in disciplinary action, up to and including termination

PROCEDURES:

C.10.1 Mental Health services mitigate behavior issues by:

1. Requiring parents of young children to always be present in the building during therapy sessions so they can be called on to respond to any behavior problems.
2. If adolescents present with aggression they need to leave or the agency may call 911.
3. The preventive nature/relationship building of mental health services creates a safe environment not likely to evoke behavior problems. The client population typically present with social/emotional issues rather than behavioral issues.

C.10.2 School-based mental health services mitigate behavior issues by:

1. Therapists will be familiar with the school sites policy for responding to behavior issues and follow those protocols which include engaging the appropriate school personnel to intervene.

- C.10.3** Caregiver Support Respite volunteers and staff use positive support strategies and techniques that promote a safe and enjoyable experience for the child or adult care receiver. They will:
1. Follow individualized strategies as discussed with the family caregiver
 2. Shift the focus by verbally redirecting the person
 3. Model desired behavior and reinforce appropriate behavior
 4. Offer activities that are relaxing and enjoyable to the person
 5. Create a calm environment and speak calmly
 6. Respect the person's need for physical space and/or privacy

- C.10.4** Youth Development Program staff will work to reduce and address inappropriate behaviors by:
1. Ongoing modeling of appropriate actions and behaviors
 2. Shaping the program environment and interactions to reduce improper behaviors
 3. Objectively review inappropriate behaviors with youth
 4. Discuss/propose behavior alternatives with youth
 5. Employ logical consequences for inappropriate behaviors.

C.10.5 Training on these positive techniques for all personnel will occur during orientation and annually thereafter. Volunteers will receive this training at their orientation.

C.10.6 All incidents related to these procedures will be reported to the Executive Assistant for documentation. They will also be reported to the employee/volunteer supervisor.

CROSS REFERENCE:

- Employee Handbook, disciplinary actions
- Volunteer Handbook
- Privacy & Security; Sanctions Policy
- Risk Management Policy

□ □ Policy Approved: February 24, 2003, October 24, 2005, Nov. 24, 2014

Policy Reviewed: Oct. 23, 2006, 11/15/10, 6/23/14

Policy Revised: October 2005, Oct. 23, 2006, and 11/10

Legal Statutes: _____

Expert Review: Legal review 11/10

MALTREATMENT OF CHILDREN or VULNERABLE ADULTS

Physical Abuse

Any physical or mental injury or threatened injury, inflicted by a person responsible for the child's care on a child other than by accidental means; any physical or mental injury that cannot reasonably be explained by the history of injuries.

Warning Signs

- Bruises
- Welts
- Burns
- Fractures
- Swellings
- Loss of teeth

Conditions of physical abuse which should be reported include:

- A child has suffered an injury which appears to be non-accidental in nature.
- A child has suffered a physical injury as a result of hazardous conditions uncorrected by a parent or guardian.
- A child suffers physical injury due to inadequate supervision by a parent or guardian.
- There is a substantial likelihood that a child will imminently suffer physical injury.

Sexual Abuse

In approximately 85% of the reported cases of sexual abuse of children the person abusing the child is someone the child or the child's family knows. Since the sexually abused child lacks the symptoms of battering, sexual abuse is difficult to identify. Unless the child tells someone, the best indicators may be sudden change in behavior and signs of emotional disturbance. For example, the child may unexplainably begin to cry easily and seem excessively nervous.

Conditions of sexual abuse which should be reported include:

- A child is the victim of criminal sexual conduct or threatened criminal sexual conduct by a parent, guardian, caregiver, or sibling.
- A child is engaged in prostitution.
- A child is the subject of pornographic materials.

Neglect

Conditions of neglect which require a report to child protection include:

- Failure to provide necessary food, clothing, shelter, or medical care when reasonably able to do so.

- Failure to protect a child from conditions or actions which imminently and seriously endanger the child's physical or mental health when reasonably able to do so.
- Medical neglect which includes, but is not limited to, the withholding of medically indicated treatment from a disabled infant with a life-threatening condition.

Threatened Injury

Threatened injury is a statement, overt act, condition, or status that represents a substantial risk of physical or sexual abuse or mental injury.

Conditions of threatened injury include:

- A parent threatening to abandon a child.
- A parent threatening to physically or sexually abuse a child.
- A parent using weapons to threaten a child.

Mental Injury and Emotional Abuse

Mental injury, usually the result of emotional abuse, is an injury to the psychological capacity or emotional stability of a child as evidenced by an observable or substantial impairment in the child's ability to function within a normal range of performance and behavior with due regard to the child's culture.

Conditions of emotional abuse which result in mental injury that should be reported include:

- A pattern of withholding of attention or affection by a parent or caretaker.
- A child exhibiting low self-esteem or destructive behaviors as the result of a pattern of yelling, belittling, or criticizing by a parent or caretaker.
- A child beginning to exhibit emotionally disturbed behavior as the result of a pattern of behavior by a parent or caretaker towards him/her.

Prenatal Exposure to Controlled Substances

The law requires mandated reporters to make a report to their local social services agency if they know or have a reason to believe a pregnant woman has used a controlled substance for a non-medical purpose during pregnancy. The law also states that anyone who knows or has reason to believe a pregnant woman is using a controlled substance may make a voluntary report to social services.

Vulnerable Adult

- Anyone 18 years of age or older who lives in or receives services from a facility licensed by the Minnesota Department of Health and Welfare. This includes nursing homes, hospitals, treatment centers, developmental achievement centers, etc.
- Anyone 18 years of age or older who, regardless of where living, is unable to unlikely to report abuse or neglect without assistance because of physical or mental function or emotional status.

We are all responsible to protect those who can't protect themselves. If you suspect a person is being abused or neglected or are neglecting themselves, report it. The Respite Care Staff and all Respite Volunteers are mandated reporters. **Reports should be made within 24 hours of the suspected abuse or neglect.**

If you make a report in good faith, you have immunity from any civil liability. A mandated reporter who intentionally fails to report is guilty of a misdemeanor and is liable for damages caused by the failure to report. A person who makes an intentional false report is also liable for damages. The following agencies were designated by this law to investigate cases and to protect the abuse.....

- Child Protection
 - Washington County.....Daytime **651-430-6457**
 - St. Croix County.....Daytime **715-246-8285**

- Maltreatment of Vulnerable Adults **1-844-880-1574**
24 Hours a Day / 7 Days a Week

- After Hours Emergency **911**

- Department of Health/Licensing Agency of hospitals and nursing homes

ELDER MALTREATMENT

WHAT'S ABUSE? The definition encompasses three areas...

Psychological Abuse

Repeated insults, verbal assaults or threats provoking fear and isolation.

Example: – threatening to leave the older person home alone.

Physical Abuse/Control

Intentional, illegitimate or unsanctioned use of verbal or physical control, which includes unreasonable confinement, intimidation or cruel punishment.

Example: - hitting the elder because she/he didn't finish their meal, resulting in physical harm, pain or mental anguish. This includes the withholding of personal or medical care.

Neglect

Denial of adequate food, medical attention, assistance with the important activities of daily living (meal preparation, housework, shopping, dressing, toileting) or just being socially ignored for long periods of time.

Example: leaving an elder in soiled clothing for long periods of time.

Although elder abuse has existed for a long time, as a social problem it was first recognized and written about in the late 1970's.

- Only one in six cases is reported.
- Most victims of elder abuse are women. Typical victim is over 75 years of age and physically and perhaps mentally dependent.
- The older the person, the higher the rate of being abused. Advanced age is often associated with physical and mental impairments and the older elderly are more vulnerable and less able to resist abuse.
- A relative, usually an adult child of the victim, is found to be the most common abuser.
- Abuse can happen anywhere – in any family, neighborhood, or nursing home.
- Literature suggests there are multiple causes of abuse and that most instances are not intentional and pre-conceived but are the results of the accumulation of stress and limited knowledge and resources for the person providing care.

There are certain situations that may put the older adult at greater risk for being abused.

- The care needed may exceed the abilities of the caregiver.
- Unable to meet even their own basic needs (dressing, eating, toileting), the older adult may have to depend solely on a caregiver, making it a 24-hour a day responsibility.
- Some caregivers are incapable of caring for someone other than themselves because of youth, immaturity, chemical abuse, mental illness or physical problems.
- Often caregivers may be forced into this role because they are dependent on the elder emotionally and financially.

- There may be a past history of family violence for the caregiver. Abuse may be an acceptable way of dealing with stress, non-conforming behaviors, or control issues.
- Often caregivers do not have any relief from their responsibilities—no backup and no support.

Why don't the elderly report the abuse?

- They may be physically and mentally unable to report and some may not realize that they are being abused.
- They fear that their only caretaker will be removed, making it necessary for them to be placed in a setting outside of their home.
- They are concerned about their privacy and fear that public exposure will be embarrassing and humiliating.

What can be done to help the abused?

- We not only need the laws that make reporting of abuse mandatory, but need to enforce these laws.
- We have to change the way we think of the elderly in terms of negative stereotypes, not capable of independence, intelligent behavior, sexuality, employment and/or functional mental health.
- We need to appropriate funds to support more families caring the elderly at home, affordable day care and respite care is needed to provide relief.
- We need information and education for caregivers about normal aging, and the techniques or skills needed to deal with disabilities—especially behaviors associated with memory loss or confusion.

We are all responsible to protect those who can't protect themselves. If you suspect a person is being abused or neglected or are neglecting themselves, report it. The Respite Care Staff and all Respite Volunteers are mandated reporters and should report within 24 hours.

- Report what has happened.
- Who it happened to.
- When it happened.
- Where it happened.
- Who did the abusing or was responsible for the neglect.

If you make a report in good faith, you have immunity from any civil liability. A mandated reporter who intentionally fails to report is guilty of a misdemeanor and is liable for damages caused by the failure to report. A person who makes an intentional false report is also liable for damages. The following agencies were designated by this law to investigate cases and to protect the abused....

Maltreatment of Vulnerable Adults	1-844-880-1574
24 Hours a Day/7 Days a Week	
St. Croix County	715-246-6991
Emergency	911