**Willamette Family, Inc.**

**Intern/Volunteer Handbook**

  



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**Introduction**

Welcome to Willamette Family we are pleased that you have made the decision to intern/ volunteer with our agency. Willamette Family is committed to providing you with a successful, effective intern/volunteer program. Willamette Family is pleased to have a large team of dedicated employees who contribute a great deal to the work at Willamette Family, this team will be working with you during your internship with Willamette Family. We all wish you wonderful experiences with Willamette Family.

Willamette Family, Inc. is a non- profit public benefit corporation that has been in operation since 1963. Our primary functions are to provide treatment, education and support to people in need of behavioral health and related supportive services. This may include mental health, family, peer support, housing, and primary care services.

This handbook is intended to provide you with an overview of the agency, policies and procedures, and answer some of the common questions you may have. The manual is meant to help you establish knowledge and understanding of the polices and procedures and is especially designed for interns. Its primary purpose is to provide general information regarding expectations and guidelines for your “work” with the agency.

*Willamette Family recognizes that some of you are working with us as a practicum student, for the purpose of this handbook the term intern will represent you as well.*

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| **MISSION** |

The mission of Willamette Family is to provide readily accessible, quality mental health and substance abuse/ addiction care for men, women, youth, and families in an atmosphere that promotes compassion, respect and well-being for all.

**PHILOSOPHY OF TREATMENT**

Willamette Family Inc. offers gender –specific services for individual and families in need of substance abuse treatment as well as mental health and/or trauma treatment. Our program uses a holistic, strengths approach to support healing and growth, including education and intervention for clients and families

**CORE VALUES**

Compassionate Care, Quality Services, Professional Expertise, Clinical Excellence

**“Strengthening our community one family at a time.”**

**PROGRAM OVERVIEWS**

Below you will find a brief description of the programs offered by Willamette Family. Be sure to visit our website at [www.wfts.org](http://www.wfts.org) for additional information.

**RAPID ACCESS CENTER 195 W. 12th Street, Eugene 541-762-4300**

 The Rapid Access Center (RAC) is designed to provide centralized admission services, including assessment and intake for the programs offered by the agency. This walk in clinic is centrally located and available to support those seeking services. The staff are available to answer all of your questions about treatment and the services available through Willamette Family.

**BUCKLEY HOUSE DETOX, 605 W. 4th Avenue. 541-343-6512**

Buckley House provides sobering services for those in need of sobering as well as medically assisted detoxification from drugs and/or alcohol. Services are provided in a safe and caring environment with medical support including the use of buprenorphine for those who require this intervention. Services are individualized to patient need and include case management with assessments and referrals for treatment.Information on recovery and addiction, as well as mental health counseling and peer support services are available.

**MEN’S RESIDENTIAL “CARLTON HOUSE”, 1420 Green Acres Road, 541- 343-9098**

 Men’s residential treatment is an intensive gender responsive program, designed to meet the unique needs of men. Emphasis includes abstinence, building sober support networks, improving coping skills and accessing community resources. Parenting education and family support are embedded into the program.

**WOMEN’S RESIENTIAL “CHEHSIRE”, 687 Cheshire Avenue, 541-343-2993**

Women’s residential treatment offers trauma-informed, gender-specific, evidenced-based treatment interventions. Each treatment and plan is unique and customized to meet the individual needs.Recognizing that the unique needs of women are most effectively treated in a safe and secure, “women only” environment.

 An important and critical service offered within women’s residential treatment is the opportunity for some women to have their young dependent (0-6 years) children placed with while living in treatment.

**CHILD DEVELOPMENT CENTER “CDC”, 687 Cheshire Avenue, 541-343-2993**

Our State Licensed Child Development Center (CDC) is a high-quality child care and early education program. The program provides services and experiences to enhance children's development and to support families in their treatment, recovery, and parenting roles. The program is available to children 6 weeks-6 years of age whose parents are participating in programs with Willamette Family. The program is embedded into the Women’s Residential Site.

**FAMILY SERVICES PROGRAM**

The family services provides a continuum of Family Services designed to meet the individual needs of families. The services are embedded within our

treatment programs throughout the agency, as well as in the community. We recognize that the needs of the children must be incorporated into a successful treatment and recovery plan for their parents. Services are individualized to meet the needs of the family, and to support them in their recovery journey.

The primary focus of the program is to prevent the need for parents and children to be separated, additionally intensive focus is on providing services that allow for families to be reunited when they have been separated. The program works closely with several community partners including the Department of Human Services Child Welfare.

**MENTAL HEALTH/ CHILD AND FAMILY MENTAL HEALTH**

 Willamette Family offers licensed, high quality mental health services embedded into the various program sites as well as in the community. Services are available to children, teens, adults, couples and families. The services recognize the importance of an integrated, holistic, strength-based approach to support healing and growth. Services include individualized plans, ensuring that services focus on the goals established by the individual, child, teen, couple, or family seeking services.

Our Child and Family Mental Health program specifically focuses on the needs of children and young adults’ Birth-18. Our team of therapists have diverse training and education that uniquely prepares them for working with children and families. Services are offered within the community, in their homes, schools and focus specifically on the needs of the child while embedding family therapy. Support is available for children through Qualified Mental Health Associates.

Adult Mental Health services are integrated into substance use treatment seamlessly when needed, and our bilingual staff (Spanish speaking) are available to provide counseling that is linguistically as well as culturally appropriate.

**INTENSTIVE OUTPATIENT TREATMENT (IOP) LEVEL 1&2**

Outpatient services are offered at several locations including Eugene, Springfield and Cottage Grove.

 Our women's outpatient program is specifically created for the unique and complex needs of women dealing with the disease of addiction.  The programs provide relevant therapeutic environments that are “women only” and trauma focused. Emphasis is placed on issues that contribute to healing and recovery, including grief, co-dependency, interpersonal relationships and parenting.

The men's outpatient program provides a comprehensive treatment experience that is individualized and strength based. The program focuses on assisting men in developing skills to regain stability in their lives through educational lectures, therapeutic groups, and individual sessions, men are encouraged to apply lifestyle changes necessary to overcome barriers to recovery.

Co-Ed groups allow for flexibility and individualized treatment.

**HEALTH CLINIC 195 W. 12th Street, Eugene 541-762-4300**

In January of 2014, Willamette Family opened the Health Clinic, integrating behavioral and physical healthcare. The health clinic provides specialized medical care for individuals with the behavioral health conditions of substance use disorders and mental health concerns. This holistic approach uses a care team model that includes physicians, nurse practitioners, therapists, counselor, medical assistants and care coordinators to help each patient successfully achieve and maintain optimal health.

**DUII TREAMENT 541-344-0031**

DUII/Diversion services are offered specific to DUII and DMV system mandates. Those services include adult co-ed and gender specific treatment and are guided by the unique needs and goals of the individual. Therapeutic approaches involve evidence based practices including education specific to intoxicated driving and other behaviors associated with substance abuse, cognitive behavioral restructuring, motivation work, family systems support and relapse prevention planning.

**RECOVERY HOUSING (various locations)**

Willamette Family provides case managed transitional housing that are individualized to meet individual family circumstances. These units are subsided and allow families who meet the qualifications to have safe and stable housing while they focus on their substance abuse treatment and case goals.

**CONFIDENTIALITY**

**All** information concerning your internship/volunteer work with Willamette Family clients is considered confidential and should be handed as such.

This is one of the most critical areas of work within the agency- It is important that you seek supervision for any area of concern as there are many areas that appear “gray”.

Two very specific laws and guidelines apply:

**C. When protections begin for someone seeking substance abuse treatment**

Part 2 protects all information about any person who has applied for or been given diagnosis or treatment for alcohol or drug abuse at a federally assisted program. See 42 CFR §2.11 (definition of a “patient”). Information is subject to the Privacy Rule if it is individually identifiable information created, received, or maintained by the covered entity.

42 CFR Part 2

Programs may not use or disclose any information about any patient unless the patient has consented in writing (on a form that meets the requirements established by the regulations) or unless another very limited exception specified in the regulations applies. Any disclosure must be limited to the information necessary to carry out the purpose of the disclosure.

The Privacy Rule

The Privacy Rule permits uses and disclosures for “treatment, payment and health care operations” as well as certain other disclosures without the individual’s prior written authorization. Disclosures not otherwise specifically permitted or required by the Privacy Rule must have an authorization that meets certain requirements. With certain exceptions, the Privacy Rule generally requires that uses and disclosures of PHI be the minimum necessary for the intended purpose of the use or disclosure.

*confidentiality cont.*

Substance abuse treatment programs most often make disclosures after a patient has signed a consent form that meets the requirements of 42 CFR §2.31. Note that a disclosure under Part 2 includes the acknowledgment that someone has applied to or is enrolled in the program, and thus is only permitted if the patient has signed a consent form (or another of the regulations’ narrow exceptions applies). See 42 CFR §§2.11 and 2.13. A Part 2 consent form must include the following elements:

* Name or general designation of the program or person permitted to make the disclosure;
* Name or title of the individual or name of the organization to which disclosure is to be made;
* Name of the patient;
* Purpose of the disclosure;
* How much and what kind of information is to be disclosed;
* Signature of patient (and, in some States, a parent or guardian);
* Date on which consent is signed;
* Statement that the consent is subject to revocation at any time except to the extent that the program has already acted on it; and
* Date, event, or condition upon which consent will expire if not previously revoked.

When programs operating under Part 2 disclose information pursuant to a consent form, they must include a written statement that the information cannot be redisclosed. See 42 CFR §2.32.

Retrieved From: <http://www.nachc.com/client/SAMHSAs%2042%20CFR%20Part2-HIPAAComparisonClearedWordVersion.doc>

***Please note: This is not the complete Disclosure of this law for more information see the Oregon Administration Rules***

Volunteers and Interns are required to complete the HIPPA webinar offered free of charge by OHSU Big Brain

<https://bigbrain.ohsu.edu/>



2.14.2

**Looking for the Booster?**

**OHSU Employees and OHSU Students [log in to Compass](https://o2.ohsu.edu/compass) using your OHSU username and password.**

Contractors, Vendors, Volunteers and Others login to Big Brain

Questions? Contact the Integrity Department at 503 494 8849, option 2 or email oioeduc@ohsu.edu

**Returning to Big Brain?**

Top of Form

**OHSU Network Username\***

**OHSU Network Password\***

Bottom of Form

**\*Non-network users should login with the username and password created at registration. If you don't remember your p**

**assword, click [here](https://bigbrain.ohsu.edu/?module=Register&action=Forgot). Copyright © 2005-2015 Oregon Health & Science University. All Rights Reserved.
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Registration questions? Contact OIO Education at 503.494.8849 or**

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| **BUSINESS ETHICS AND CONDUCT** |  |
| The successful business operation and reputation of Willamette Family is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.The continued success of Willamette Family is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Willamette Family, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.Willamette Family will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. All licensed employees must abide by the legal, regulatory and ethical requirements of their licensure.In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with your Office Manager and/or HR Dept. for advice and consultation.Compliance with this policy of business ethics and conduct is the responsibility of every Willamette Family employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment. |

**MODELING POSTIVE RECOVERY BEHAVIOR**

Modeling positive recovery behavior begins with an active recovery program. Those in recovery from chemical dependency should continue in their hard work in maintaining that program. Clients will often look toward other in recovery for assistance. They will see you as a role model, see below guidelines for additional expectations.

**GUIDELINES**

Abstain from all substances and refrain from disclosing graphic details of their previous substance use or lifestyle to clients. However sharing “experience, strength and hope” is encouraged

Represent WF positivity refraining from excessive use of profanity, derogatory comments about others or other agencies

Avoid negative comments or discussion regarding Child Welfare, Parole and Probation or any other agency involved in client’s case planning. It is important to encourage clients to follow the directives of these programs as they are often an essential part of their case plan.

Interns/volunteers are not a liaison but rather a motivator to encourage the clients to act for themselves thus promoting independence and self –esteem.

Refrain from the use of any tobacco products in the presence of a client regardless if outside the facility grounds. (remember you have read and agreed to the Willamette Family Tobacco Free Policy)

Arrive on time and prepared for your scheduled shift-contact your site supervisor if you need to be late absence for any reason.

Never give or accept gift from a client

You many not give rides, cigarettes, money etc. to any client

Interns/Volunteers must always think of their safety as well as the clients before anything else. If at any time you feel threatened or uncomfortable in the presence of a client, it is your responsibility to notify your supervisor or staff immediately. (Many college programs do not allow interns to be alone with clients- University of Oregon FHS does not permit interns to be alone with clients!)

**CLIENT/ INTERN-VOLUNTEER RELATIONSHIP POLICY**

**RELATIONSHIPS WITH CLIENTS**

Establishing rapport with a client is the groundwork of the intern/volunteer’s relationship with the client. Collaborating with the client in a positive and supportive manner requires boundaries to be set and key points to be identified.

1. Except as specified in Section, B below all staff (including paid staff members, board members, volunteers and community service workers) shall refrain from creating, encouraging, continuing, or participating in any non-professional relationship (defined in Section D, below) with any client of Willamette Family while any open file exists for that client and for at least one (1) year after closure of all active files thereon.
2. The prohibition of Section A above does not apply to:
3. A friendship or family relationship of an intern/volunteer that pre-existed the client’s referral to Willamette Family Inc.
4. No staff member/intern who has a non-professional relationship with a client which is excluded by Section B shall work directly with the client and will not be permitted to attend any meeting where information is presented on the mentioned client. Any intern/volunteer who believes he or she has a relationship that is expected by Section B shall submit a written statement of fact to the program manager for review as provide in Section G of this policy.
5. For purposes of this policy, a non-professional relationship means any association or transaction with a client which is not directly related to the counseling or treatment which the client receives at Willamette Family. The non-professional relationships prohibited by this policy are intended to include, but not be limited to, relationships characterized as romantic, sexual, or friendly, and also business and commercial transaction. The following are intended to illustrate the purpose and intent of this policy.

*relationship policy cont.*

1. Under no circumstances should a relative be treated by any intern/volunteer to whom he or she is related. However, a relative of an intern may be treated in or programs as long as he or she is treated by unrelated staff members. If at any time it appears that the job performance of the related intern/volunteer or the treatment of the relative is compromised as a result of the relationship, immediate steps should be taken to modify the situation, including but not limited to discharge of the client or modification of the related intern/volunteer job duties or assignments.
2. This policy is intended to apply to non-professional relationships between all interns/volunteers and clients. If an individual is a client in the outpatient program, all interns/volunteers are to avoid having a non-professional relationship with that individual, regardless of the department in which the intern/volunteer is assigned and regardless of whether the intern/volunteer actually has a professional relationship with that individual.
3. The following are specific examples of non-professional relationships, which are prohibited by this policy.
	1. One-to-one socializing with clients after work hours;
	2. Driving client during off-work hours for any purpose, including providing transportation to and/or from 12-Step program meeting.
	3. Serving as an AA, NA, or any other 12-Step program sponsor.
4. Extreme caution is urged for all interns/volunteers who may consider establishing a non-professional relationship with a former client that is not prohibited by this policy because the one-year period following treatment has ended. While such relationships are not prohibited by this policy, the dynamics of

*relationship policy cont.*

clients in recovery make establishing such a relationship very questionable, particularly if the intern/volunteer had a professional relationship with the client. While such relationships are not prohibited by this policy, they may be taken into account in evaluating the intern if the non-professional relationship with a former client is deemed to reflect negatively on the intern’s judgement.

1. Any violation of this policy may subject the offending intern/volunteer to disciplinary action up to and including termination of the Internship.
2. An intern/volunteer may submit to the program manager in writing, a statement requesting approval of a non-professional relationship with a client, which would otherwise be in violation of this policy. Such request should be based on the exceptions contained in Section B of this policy or other good cause. After conducting such investigation and review as is deemed sufficient in the discretion of the program manager, the Executive Director shall, in writing, approve, approve with qualifications, or deny the request. Unless changed by appeal to the decision of
3. The Executive Director shall be final and binding

**Drug Free Work Place Policy**

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| It is Willamette Family's desire to provide a drug and alcohol-free, healthful, and safe workplace. To promote this goal, employees, interns and volunteers are required to maintain appropriate mental and physical condition to perform their jobs in a satisfactory manner.While on Willamette Family premises and while conducting business-related activities off Willamette Family premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have other legal consequences.To inform employees about important provisions of this policy, Willamette Family has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the Human resource office to receive assistance or referrals to appropriate resources in the community.Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all Willamette Family policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause Willamette Family any undue hardship.*drug free policy cont.*Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify Willamette Family of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Executive Office without fear of reprisal. |

**DRESS CODE**

As we are an agency that is publicly funded and has contact with the public, students are expected to use good personal hygiene and to dress professionally. During your time with Willamette Family you will serve as a role model. Remember to think about what you are conveying to others with the clothes you wear. The message should be one that is consistent with treatment.

The following types of dress are prohibited:

1. Clothing that is revealing and suggestive (i.e. garments which are see-through, tightfitting, low-cut, and backless, ripped or have holes). Skirts are to be of a professional length, Shorts, culottes and skorts (shorts that look like skirts) where permitted are to be mid-thigh length.
2. Casual dress such as sweat pants, shorts, tank tops (i.e. “muscle shirts”/ spaghetti straps” flip flops are not allowed
3. Jeans and pants that are faded, have holes, ripped, or soiled. Dress jeans that are neat and clean are allowed
4. Clothing that advertises alcohol, drugs, paraphernalia or taverns.
5. Hats are not allowed

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| 1. Shoes must provide safe, secure footing, and offer protection against hazards.
2. Mustaches and beards must be clean, well trimmed, and neat.
3. Hairstyles are expected to be in good taste.
4. Offensive body odor and poor personal hygiene is not professionally acceptable.
5. Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
6. Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
7. Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
8. Visible tattoos of offensive nature and similar body art must be covered during business hours.
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*Dress code cont.*

**DEPARTMENT CONSIDERATIONS**

**COUNSELING/DIRECT CUSTOMER SERVICE POSITONS:** Professional, appropriate dress must be maintained at all times. Clothing should be suitable for court appearances, meetings with staff from other agencies, as well as working frequently in the public sector.

**CHILD DEVELOPMENT CENTER**: Clothing should be comfortable enough to accommodate high activity work (frequent time on the floor, messy play, outside time during all weather conditions). Comfortable shoes that allow for quick response should you need it (no flip flops), preference for closed toe shoes. Shorts may be worn that are mid-thigh (no exceptions) and no spandex material.

**BUCKLEY HOUSE DETOX/ FOOD SERVICES/HOUSE KEEPING-MAINTAINCE-** Requirement for shoes that enclose the whole foot, due to the nature of work performed in these departments.

\*Pease be advised that program staff may request you change if clothing is determined inappropriate.

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| **STATEMENT OF EXPECTATIONS**As an intern or volunteer for Willamette Family, it is very important to exemplify the qualities necessary to maintain the public trust. This statement of expectations embodies certain expected standards of conduct for each person working at Willamette Family Inc., in the relationships with the individuals they serve, with colleagues, with other professionals, with the community in general and with Willamette Family Inc. itself. In abiding by this statement of expectations, one must take all the principles into consideration and choose a course of action consistent with the statement’s intent.**STATEMENT:*** To regard as my primary obligation the welfare of the client served, within the policies and procedures of Willamette Family Inc.
* To promote the welfare of the client, without regard to age, sex, sexual orientation, race, color, creed, national origin or political affiliation.
* To give precedence to my professional responsibility over my personal interest at work, and to hold myself responsible for the quality and the extent of the services I perform.
* To respect the privacy of the clients I serve, which includes confidentiality of their records and information, and to use in a responsible manner any information gained while performing my duties.
* To accept the obligation to help protect clients and the public against unethical activity, and not to permit or engage in exploitative relationships with interns of a business or personal nature.
* To distinguish clearly, in public, between my statements and actions, as an individual, and as a representative of Willamette Family Inc.
* To preform my assigned duties with full recognition of Willamette Family responsibilities to the general public which encompasses humanitarian ideals, integrity, compassion, and belief in the dignity and work of all human beings

**SEXUAL AND OTHER UNLAWFUL HARRSEMENT**Willamette Family is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Good faith criticism of work performance does not constitute unlawful harassment under this policy.Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:* Unwanted sexual advances.
* Offering employment benefits in exchange for sexual favors.
* Making or threatening reprisals after a negative response to sexual advances.
* Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
* Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
* Verbal sexual advances or propositions.
* Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
* Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct *harassment policy cont.*has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment. |

**NON-DISCRIMINATION**

**PURPOSE:** The purpose of this policy is to assure that no individual, staff person, or other persons receiving service through the WF Women’s Residential Treatment Center experiences any type of discrimination. By this policy, WF meets all Federal and State Regulations and rules, as well as professional standards and ethics.

* + Ethnicity/ Race
	+ Gender
	+ Gender-identify
	+ Gender presentation
	+ Sexual orientation
	+ Religion
	+ Creed
	+ National origin
	+ Age (except for programs restricted to specific populations )
	+ Disability
	+ Cognitive delays

**UNIVERSAL PRECAUTIONS / BLOOD BORNE PATHOGENS**

 All programs at Willamette Family recognize the importance of universal precautions and requirement that they be followed at all times. It is the policy of
WF to treat all body fluids as if they are hazardous.

**Body Fluids include:** blood, urine, feces, saliva, vomit, mucus, sperm, and vaginal fluids.

**Universal Precautions:** Means that you treat everyone the same regardless

**BI0-HAZARD WASTE DISPOSAL**

In order to ensure a sanitary work environment, and eliminate exposure to hazardous waste materials, and Exposure Control Protocol requires staff, interns, volunteers and clients to take universal precautions. This program follows regulations set up by the federal Occupational Safety Administration (
OSHA) to reduce risk of exposure to blood borne pathogens such as hepatitis B virus (HBV) and the human immune-deficiency virus (HIV).

**SHARPS CONTAINERS**

Detox, residential and outpatient programs will have a sharps container onsite for the disposal of needles, lancets, and razors (as well as other potentially dangerous paraphilia. When the container is full, the snap-down lid is to be secured and maintenance staff should be notified for pickup and replacement of the container.

**ISOLATION BAGS**

Several programs including detox, residential and outpatient programs have isolation bags available in the event a client has a serious wound that requires frequent dressing changes, and for any cleanup of bodily fluids. The isolation bags are red, leak-proof and are only to be used for bio-hazardous waste. When the bag is full and needs to be disposed of/ picked up, request staff assistance to contact maintenance for assistance.

**GLOVES-**

Gloves are to used when collecting, handling, and transporting infectious or biohazard items/containers. Gloves are available throughout all facilities, you will

*universal precautions cont.*

need to know where they are located in the program where you will be interning or volunteering! Gloves are essential for Universal Precaution and your safety.

**ACCIDENTIAL STICKS/ DIRECT CONTACT WITH BODILY FLUID**

In the unlikely event you have an accidental stick from a needle OR come into direct contact with bodily fluids it is important you immediately notify the employee/site supervisor for further instruction.

**GENERAL INFORMATION**

**BACKGROUND CHECKS**

By now you should have received a background check that meets the guidelines/ OAR for the program you are interning/volunteering with. If for any reason this is not the case, please contact HR or your site supervisor immediately before any additional shift as this is a requirement.

**NAME TAG/ ID BADGE**

If you have been issued an id badge by your college/university you will need to wear during the hours you are working in the program. Otherwise you will be issued a volunteer name tag that you will wear.

**PERSONAL PROPERTY**

Willamette Family is not responsible for lost or stolen property. Precautionary measures are made by each program to protect the safety of personal belongings (i.e. a place to lock up purses and backpacks) however you will want to take individual steps as well. You are encouraged to ask your site supervisor where the appropriate safe place for your belongings is.

**INTERN TIME SHEETS**

You will be responsible for your time sheet. You will need to keep your time sheet updated and have it signed on a regular basis, according to the arrangements you make with your site supervisor.

**SCHEDULE/ WORK PLAN MEETINGS**

The Intern is responsible for making arrangements for a schedule that works for them as well as the program. Regular attendance is essential to a successful experience. If you are going to be late or absence be sure to let your site supervisor and they employee that you are working closely with know.

Many school programs require regularly scheduled work plan/ (supervisor, student) meetings, the intern is responsible for scheduling this in advance to ensure adequate notice and planning.

*general information cont.*

**PARKING AREA POLICY**

Several locations have limited parking availability during high use times. It will be important that you are aware of where you may park at the location where you will be assigned.

Please refrain from parking in reserved parking spaces.

**MEALS AND BREAKS**

Meal and Break periods will depend upon the amount of time you are scheduled, and will be worked out with the staff you are directly working with.

You will have the option of bringing your food with you, purchasing food at the site (if available) and of leaving the site for a meal if time permits. Each program has an area for cold food storage if needed.

The residents/ individuals are not permitted to bring outside food into the sites so please be aware that while you may bring outside food you will want to be sure to arrange an appropriate place to eat. 3338

Only water is allowed in the groups within the agency.

 **CELL PHONE USE**

Bottom of Form

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| Willamette Family recognizes that cellular telephones are an important communication tool for many. It is very important that any cell phone use be limited to occasional, brief personal use and kept within a reasonable limit. The use of social media sites while “working” is not allowed. As a representative of Willamette Family, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.**FOOD HANDLERS CARD**Some of the programs you work in will require that you have a valid food handlers card: Child Development Center, Food Services, Buckley House: The most *general information cont.*convenient way to obtain a card is through the online test at <http://www.lanecounty.org/Departments/HHS/Pubhlth/Envhlth/Pages/Foodhandlerpermits.aspx> |

**EMERGENCIES**

Each site/program has a written emergency plan including the handling of medical emergencies, fire drills/emergencies, building evacuation etc. It is essential that you are aware of that plan and what steps to take should you need to assist.

**CPR/FIRST AID/ AED’S**

Key staff at each site/program are trained in Adult CPR/First Aid (infant child for some programs). If you are trained please be sure your site supervisor is aware of this.

AED’s are available at sites, again it is important that you are aware of the location.

**INCIDENT REPORTS**

In the event that you are a part of or witness an emergency be sure to follow the necessary protocol involving documentation of the situation. All sites have forms for documenting incidents related to safety.

If you are injured in ANY way it is important you alert your site supervisor and/or HR as soon as possible.

**TIPS FOR INTENS/VOLUNTEERS**

1. **Ask Questions:** you not expected to know everything and the best way to find out is ask. Be sure to continue to ask until you are comfortable that you have received the needed information.
2. **Pay attention:** You will learn a lot by observing the staff that you work with, the WF staff will serve as role models for handling situations.
3. **Be professional:** It is critical that you present yourself in a professional manner at all times. Avoid inappropriate jokes, conversations etc.
4. **Be patient:** There is a lot to know about WF and the program you are working with. Things change and learning the ropes will take time. Be prepared to invest some time in getting to know the daily ins and outs of the program.
5. **Take care of yourself:** The work can be emotionally difficult as you will hear and see difficult life circumstances that clients are or have been experiencing! It is impossible not feel empathic and compassionate! Use your 1:1 supervision with your site supervisor to debrief.
6. **Make every effort to get along with co-workers:** An important key to success is positive human relations and positive problem solving. Willamette Family is a large agency with many busy employees, each employee will handle situations as they see fit, be prepared to debrief if you have questions but it is always important to withhold judgements.
7. **Keep an open mind and be flexible**- Patience, an open mind and cooperation will usually resolve any difficulties and will allow for the ultimate learning experience. You will interact with a diverse population of clients/staff from various cultural backgrounds avoiding making assumptions, and adhere to the non-discrimination policy, this will allow you to have the most positive experience possible.

Tips for interns/volunteers cont.

1. **Follow the guidelines and if you are unclear seek supervision:** When possible refer to the handbook, policy procedure manual, website or other materials provided to you. If you EVER have any doubts or are in a “Gray” the best policy is to SEEK SUPERVISION.

**PERSONAL SAFETY**

Working at Willamette Family means that you may have occasion to come in contact with individuals who are intoxicated, upset, unstable or violent. It is important that you be aware of this possibility at all times and be sensitive to cures that the person you are dealing with may exhibit. If you have any concerns about a situation be sure to immediately get back up. Never put yourself in a situation where you are in danger! Be sure you are aware of the policy regarding “out of control” clients. You may benefit from attending a training on personal safety in the workplace.

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| **AGENCY GENERAL POLICIES** |
| **Policy #****A. 4 - b** | **SAFETY POLICIES** | **Approved by:**Bob Richards, MA, NCAC II, CADC IIIExecutive Director | **Date approved:** |

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| **AMMENDMENTS HISTORY AND APPROVAL** |
| **Date** | **Description of change** | **Approved by:** |
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**PROCEDURES:**

**b. OUT OF CONTROL BEHAVIOR**

1. **Identification of such behaviors:**
	* 1. Increased voice volume
		2. Invades others’ private space
		3. Increased motor activity
		4. Is physically or verbally threatening
		5. Refuses to leave premises when requested to do so
		6. Destroys (or threatens, attempts to destroy) property
		7. Enters the building with a weapon
2. **Duty to Notify:** Any staff person who identifies potential out of control/assaultive behavior shall notify Support staff/ Reception. Individual staff members shall not attempt to intervene alone.
3. **Response Procedures**

*safety cont.*

* + 1. Reception/Support staff shall immediately announce “assistance needed and the location” over the paging system, alerting all staff that help is needed.
		2. All available management staff shall respond immediately
		3. Other staff may respond until the situation is addressed and under control.
			1. Responding staff should bring one of the agency cell phone with them.
			2. If they are not needed to control the situation, staff shall calmly direct residents to their rooms or other internal locations until the incident is over.
		4. If so directed, staff may escort residents and others out of the building to the designated waiting areas and remain with them until incident is over and then will escort residents and other back into the building.
		5. Clinical staff meeting with residents will determine if their residents (s) are able to remain in their office and stay calm while you respond to the crisis; if not, clinical staff will escort their individuals from the building.
		6. One staff shall direct the intervention. This may be the first person on the scene or the senior manager/staff person.
		7. Everyone involved will accept direction of the person in charge (lead staff)
		8. If no one is available to immediately assist with the intervention, the initial staff person shall raise his\her voice and call out, “ Emergency assistance needed NOW”, or say “ Call the police” ; under some conditions pulling the fire alarm may be the best way of getting help.
		9. Reception or Support Staff shall immediately contact law enforcement requesting emergency assistance.
			1. Staff should remain by the phone if safely possible.
			2. If it is not safe to remain by the phone, one of the agency cell phones is to be used.

**ABUSE REPORTING PROCEDURE/POLICY**

In accordance with the Oregon Administrate Rules Willamette Family has developed a policy and procedure for reporting Child/Adult abuse. Because you are in a unique role as an intern/volunteer be sure to discuss this policy with your site supervisor and be fully aware of you legal responsibilities as it pertains to abuse reporting.

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| **AGENCY PERSONNEL POLICIES & PROCEDURES** |
| **Policy # B. 12** | **DUTY TO REPORT ABUSE**ORS 430.735-430.768;407-045-407-045-0360 | **Approved by:**Bob Richards, MA, NCAC II, CADC IIIExecutive Director | **Date approved:**April 30, 2012 |

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| **AMMENDMENTS HISTORY AND APPROVAL** |
| **Date** | **Description of change** | **Approved by:** |
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**PURPOSE:**

The purpose of this policy is to insure that Willamette Family is in compliance with reporting requirements for both children and Adults.

**POLICY:**

WF shall report, per Oregon Statutes, all instances of suspected child or adult abuse. Oregon law protects such vulnerable populations and WF is mandated to report suspected abuse incidents for appropriate follow-up by State agencies tasked with the responsibility to investigate. WF shall cooperate fully in the investigations.

**PROCEDURES:**

* 1. Key supervisory and clinical staff will attend annual training on abuse reporting requirements
	2. All agency staff will be provided training in abuse reporting requirements
1. Training for staff will occur during orientation
2. Periodic training will be provided to insure continued compliance
3. Training will include cultural and social diversity in Oregon

abuse reporting cont.

1. Written materials describing Oregon laws, definitions of child abuse/neglect, and other information from Child Welfare will be accessible to all WF staff
	1. Agency staff will explain the nature of the abuse reporting requirements to all individuals entering services
2. **Child Abuse Reports:**
	1. State law requires that certain individuals are mandate to report suspected child abuse or neglect. WF employees are mandated reporters
	2. Except for instances of physical injury or imminent physical safety, WF staff will upon discovery of a potential abuse or neglect situation, consult with their supervisor to insure that the incident meets the legal definition of child abuse or neglect
		1. The purpose of this consultation is to insure that the situation meets legal definitions of child abuse or neglect. It is NOT to deter nor prevent reporting of suspected child abuse to Child Welfare
		2. In consultation, the supervisor and staff person will determine who should make the report directly to Child Welfare.
	3. When it is determined that the situation meets child abuse/neglect reporting requirements, a report shall be made immediately to Child Welfare 541-686-7555:
3. All identifying information shall be provided
4. Name, age, DOB and present location of the parent
5. Date of the alleged incident
6. Names and addresses of persons, programs or facilities responsible for the child’s care; location of the alleged perpetrator
7. Nature and extent of the alleged abuse, including factual information and/or evidence of previous abuse
8. Specific information that led the WF staff person to believe abuse/neglect has occurred
9. Any factual information that the staff member believes might be helpful in establishing the cause of the abuse and the identity of the alleged perpetrator
10. A factual description of the issue shall be provided, with as much factual detail as possible
11. Staff shall not speculate nor guess at circumstances. The report to Child Welfare must be factual and without speculation.
	1. Depending upon the response of Child Welfare, the staff person shall consult with the Clinical Supervisor regarding next steps:
12. Is it appropriate to advise the individual that a report has been made
13. Which WF staff (if any) need to know that a report has been made

abuse reporting cont.

1. Is a child going to be removed from while on WF property, and if so what actions are needed to safeguard the child and to make the removal as calm as possible for the child
2. What supports may be needed for the mother if her child is removed
3. Child Welfare has a designated liaison worker to serve WF individuals and their children; what is her role in the reported situation
	1. After-hours reports of suspected child abuse/neglect: Law Enforcement shall be notified for reports made before 8a.m. or after 5p.m or on weekends/holidays
	2. It is the responsibility of Child Welfare to notify law enforcement of all reports of abuse/neglect, unless the incident must be reported before or after work hours or on holidays. POSSIBLE EXCEPTIONS INCLUDE:
4. Assault or serious injury to a child
5. Out-of-control situations that endanger a child
6. Risk of a child being absconded by a parent or other individual
7. If such occurs, it is important to be able to describe child’s attire, parents’ attire, direction they fled, and any other descriptive information to assist police
8. WF staff shall cooperate fully with law enforcement when the child is in legal custody of Child Welfare
9. **All reports of suspected child abuse/neglect and/or child removal shall be reported to the Program Manager**
10. **Adult Abuse Reports:**
11. State Law requires that suspected incidents of adult abuse or neglect be reported to the State-designated agency for investigation.
12. Except for instances of physical injury or imminent physical safety, WF staff will upon discovery of a potential abuse or neglect situation, consult with their supervisor to insure that the incident meets the legal definition of child abuse or neglect
13. The purpose of this consultation is to insure that the situation meets legal definitions of child abuse or neglect. It is NOT to deter nor prevent reporting of suspected child abuse to OMHAS
14. In consultation, the supervisor and staff person will determine who should make the report directly to OMHAS.
15. If WF receives information/report alleging abuse it will document the information and attempt to elicit the following information from the person making the report:
16. Name, age, and present location of the adult
17. Names and addresses of persons, programs, or facilities responsible for the adult’s care

abuse reporting cont.

1. Nature and extent of the alleged abuse, including any evidence of previous abuse
2. Any information that led to WF staff making the report
3. Any information the staff person believes might be helpful in establishing the cause of the abuse and the identity of the alleged perpetrator
4. Date of the incident
5. If there is reason to believe a crime has been committed, the designated WF staff person will promptly determine if the adult is in danger or is in need of immediate protective services and respond accordingly
6. **If allegations of adult abuse involve WF programs, procedures of staff WF will:**
7. Arrange for the immediate protection of the adult
8. Conduct an internal investigation of agency policies, procedures and action
9. Coordinate evaluations to determine or verify the adult’s physical and mental status if necessary
10. Advocate for adult’s rights and entitlements
11. Consult with OHHAS to develop recommendations or requirements to prevent further such incidents
	1. Within 45 calendar days of the date of a report alleging abuse, WF will prepare a protective services report which includes
12. Statement of the alleged incident, date, location
13. Outline of steps taken in the investigation with a list of witnesses
14. Summary of findings and conclusion regarding the allegation of abuse
15. A specific finding of substantiated or unsubstantiated conclusion concerning the allegation of abuse
16. A list of protective services provided to the adult from the date of the abuse investigation
17. A plan of action necessary to prevent further abuse of the adult
18. Any additional corrective action required by OHHAS and deadlines for completion of these actions
19. A list of any notices made to licensing or certifying agencies
20. The name and title of the person completing the report and the date written
	1. A copy of the written report will be sent to OMHAS within 5 working days of the report’s conclusion

abuse reporting cont.

* 1. WF shall maintain a centralized record of all abuse investigations and protective services reports.
1. **Prohibition against retaliation:** No WF employee shall retaliate against any person who reports suspected abuse in good faith, including the alleged adult victim

**ETHICS**

Below you will find the WF policy and procedure for Ethics this policy and procedure is intended for interns/ volunteers as well. Included in the apendex is The Addiction Counselor Certification Board of Oregon (ACCBO) and National Association for the Education of Young Children (NAEYC) code of ethics as well as they apply within the agency. 49

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| **AGENCY PERSONNEL POLICIES & PROCEDURES** |
| **Policy #****B. 6** | **ETHICS**PER, OAR 833-100 | **Approved by:**Bob Richards, MA, NCAC II, CADC IIIExecutive Director | **Date approved:**April 30, 2012 |

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| **AMMENDMENTS HISTORY AND APPROVAL** |
| **Date** | **Description of change** | **Approved by:** |
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**PURPOSE:**

The purpose of this Policy and Procedure is to assure compliance with ISSR and OAR requirements related to following ethical guidelines.

**POLICY:**

Ethics are generally regarded as the standards that govern the conduct of a person. All Willamette Family staff is expected to follow the NAADAC Code of Ethical standards for addiction professionals.

WF addiction professionals must act in such a way that they would have no embarrassment if their behavior became a matter of public knowledge and would have no difficulty defending their actions before a competent authority. When an ethics complaint is filed with NAADAC, it is evaluated by consulting the NAADAC Code of Ethics.

A complete list of NAADAC Code of Ethics can be found on-line at: [www.naadac.org/resources/codeofethics](http://www.naadac.org/resources/codeofethics).

**PROCEDURES:**

The following list was extracted from the NADAAC website as a suggested guide when making ethical decisions which need to include: [responsibility to the client, client welfare, integrity, conduct and competence & assessment, measurement, research and consulting (OAR 833-100)]:

1. Autonomy: To allow others the freedom to choose their own destiny
2. Obedience: The responsibility to observe and obey legal and ethical directives
3. Conscientious Refusal: The responsibility to refuse to carry out directives that are illegal and/or unethical
4. Beneficence: To help others
5. Gratitude: To pass along the good that we receive to others
6. Competence: To possess the necessary skills and knowledge to treat the clientele in a chosen discipline and to remain current with treatment modalities, theories and techniques
7. Justice: Fair and equal treatment, to treat others in a just manner
8. Stewardship: To use available resources in a judicious and conscientious manner, to give back
9. Honesty and Candor: Tell the truth in all dealing with clients, colleagues, business associates and the community
10. Fidelity: To be true to your word, keeping promises and commitments
11. Loyalty: The responsibility to not abandon those with whom you work
12. Diligence: To work hard in the chosen profession, to be mindful, careful and thorough in the services delivered
13. Discretion: Use of good judgment, honoring confidentiality and the privacy of others
14. Self-improvement: To work on professional and personal growth to be the best you can be
15. Non-malfeasance: Do no harm to the interests of the client
16. Restitution: When necessary, make amends to those who have been harmed or injured
17. Self-interest: To protect yourself and your personal interests449

**OREGON ADMINISTRATION RULE CONSIDERTIONS FOR INTERNS/ VOLUNTEERS:**

**Child Development Center**

**414-300-0070**

Volunteers’ staff/individual shall be enrolled in the Central Background Registry and the center shall receive verification from OCC of the enrollment.

(a) Have competence, sound judgment, and self-control in working with children;

(b) Be mentally, physically, and emotionally capable of performing duties related to child care; and

11) Volunteers must meet the following requirements:

(a) If volunteers are counted in determining the staff/child ratios, they must meet the qualifications of the position they are filling and be enrolled in the Central Background Registry;

(b) If volunteers may have unsupervised access to children, they must be enrolled in the Central Background Registry;

(c) If volunteers do not have unsupervised access to children at any time, including during emergencies, the center must have a written policy to this effect, the policy must be known to all center staff and volunteers, and the volunteers do not have to be enrolled in the Central Background Registry.

**OAR definition for Addictions and Mental Health**

15)”intern or student”

means an individual who is supervised by a qualified supervisor defined in section 415-057-0120 of this rule, provides a clinical or non-clinical service program service, and who is enrolled in a credentialed or accredited educational program.



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| **AGENCY PERSONNEL POLICIES & PROCEDURES** |
| **Policy # B. 11** | **DOCUMENTATION AND USE** **OF NON-EMPLOYEES**Per ISSR: 309-032-1520;OAR 833-050-0081 | **Approved by:**Bob Richards, MA, NCAC II, CADC IIIExecutive Director | **Date approved:**April 30, 2012 |

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| **AMMENDMENTS HISTORY AND APPROVAL** |
| **Date** | **Description of change** | **Approved by:** |
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**PURPOSE:**

The purpose of this policy is to insure compliance with HIPAA, 42 CFR, Part 2, Oregon Statutes and Rules regarding the use of non-employees in the Women’s Residential Treatment Center.

**POLICY:**

Willamette holds the same high standards for the use of non-employees (volunteers, student interns) as it does for employees, with strict emphasis on compliance with HIPAA, 42 CFR, Part 2, and professional and ethical guidelines.

**PROCEDURES:**

1. All volunteers/interns must pass criminal records checks prior to assignment
2. All volunteers/interns must meet with the Director of Volunteers and Students to receive orientation and training prior to assignment (See Policy B.10)
3. All volunteers/interns must receive copies of the WF confidentiality policy which includes HIPAA and42 CFR, Part 2 regulations
	1. The Supervisor of the volunteer/intern will review this policy with each volunteer/intern
	2. The volunteer/intern will sign a copy of the policy which will be placed in their personnel file
4. Willamette Family maintains personnel records for non-paid staff including interns/students, volunteers which include the following:
	1. A resume
	2. Contract or written agreement
	3. Documentation of any performance problem and formal corrective action taken due to the problem
	4. A signed confidentiality agreement
	5. Service-specific orientation documentation
	6. For subject individuals, verification of a criminal records check consistent with OAR 407-007-020 through 407-007-0370
5. At WF residential facility, WF periodically has outside contractors and agents on the premises to conduct agency business. Each of these individuals will
	1. Check in at Reception
		1. The Receptionist will contact the staff member who will be assigned to the contractor while on premises
		2. The Receptionist will ask the contractor to sign the confidentiality statement
		3. The contractor will wait in the Reception are until the staff person arrives
		4. The staff person will escort the contractor to the work/business site
	2. Sign confidentiality statements
	3. At no time will the contractor be allowed unsupervised access to the residential and/or child development center
	4. If staff identify any concerns about the behavior of a contractor, they will immediately bring it to the attention of the supervisor/program director
	5. Unacceptable behavior by a contractor will not be tolerated at any time



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| AGENCY PERSONNEL POLICIES & PROCEDURES |
| **Policy # B. 10** | **USE OF INTERN:**Requirement and Supervision Per ISSR: 309-032-1520;OAR 833-050-0081 | **Approved by:**Bob Richards, MA, NCAC II, CADC IIIExecutive Director | **Date approved:**April 30, 2012 |

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| **AMMENDMENTS HISTORY AND APPROVAL** |
| **Date** | **Description of change** | **Approved by:** |
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**PURPOSE:**

The purpose of this Policy and Procedure is to assure compliance with ISSR and OAR requirements related to volunteers and interns.

**POLICY:**

Willamette Family (WF) accepts student interns who are actively enrolled in accredited institutions of higher education when their use is beneficial to the agency programs and is in compliance with Oregon Administrative Rules [per ISSR 309-032-1520].  While WF attempts to meet the needs of each intern, the overarching needs of WF clients take priority over all other factors. WF only accepts interns who are familiar with substance abuse, mental health, and social services. This policy also applies to volunteers.

**PROCEDURES:**

1. All student interns must be supervised by a WF Site Supervisor who is responsible for the interns’ adherence to all applicable rules and requirements.
2. Application Process
	1. Must be arranged before the beginning of each academic term/period
	2. Students must be familiar with the scope of services offered by WF ([www.wfts.org](http://www.wfts.org))
	3. Students must have familiarity with the community
	4. The supervisor and the intern must determine if the student placement is a “good fit”
	5. The applicant must complete the application found on the homepage of the WF website, entitled “what you can do”
	6. The application along with a resume must be submitted to the WF Intern Director
	7. Applicants must complete and pass a criminal records check
	8. The Intern Director will meet with the applicant and upon h/her final approval; the applicant may attend the internship orientation which is scheduled during the first week of each term.
	9. If the applicant cannot make the orientation h/she will need to wait till next term
	10. The Intern Director will review documents required to begin internship and obtain student’s signature, develop schedule, and discuss the requirements of the educational institution’s plan and review process.
3. Student interns and volunteers are required to maintain the same behavior standards as employees. These are explained to interns at the orientation session. Violations of these behaviors will result in consultation with the student’s educational supervisor, and may result in termination of the student intern if the violations are found to endanger clients, violate legal guidelines, or otherwise violate WF standards.



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| **QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT** |
| **Policy # Q. 1****a b c** | **GRIEVANCES AND APPEALS**ISSR 309-032-155 | **Approved by:**Susie DeyMSW, QMHPDirector of Women’s Residential & Support Services | **Date approved:**April 30, 2012 |

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| **AMMENDMENTS HISTORY AND APPROVAL** |
| **Date** | **Description of change** | **Approved by:** |
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**PURPOSE:**
The purpose of this policy is to insure compliance with all applicable statutes, rules, professional standards and ethical guidelines related to the rights of individuals to address grievances they may have regarding services they receive from WF.

**POLICY:**
WF shall address each perceived grievance by individuals receiving treatment or services from WF in a respectful and compassionate manner, whether they are staff grievances or individual grievances from those receiving services.

“Grievance” means a formal complaint submitted to the provider verbally, or in writing, by an individual, or an individual’s chosen representative pertaining to the denial or delivery of services and supports. “Representative” means a person who acts on behalf of an individual, at the individual’s request, with respect to a grievance, including, but not limited to a relative, friend, employee of the agency, or attorney.

**PROCEDURES:**

1. **Grievance Process:**
	1. **Any individual receiving services** may file a grievance with the provider or individual’s managed care plan
		1. Individuals may file an oral or written complaint with WF to resolve a disagreement with WF
		2. WF posts a Grievance Process Notice which states the telephone numbers of AMH, Disability Rights of Oregon, the CMHP, LIPA, and LaneCare
	2. **Individuals are encouraged to attempt to resolve grievance issues** through WF’s grievance process before requesting an administrative hearing with AMH or their managed care plan, however they retain the right to request a formal hearing
		1. It is more expeditious (a decision will be made within 5 business days after receipt by WF of the completed complaint form
		2. It is less formal
		3. It is less costly
		4. It does not result in the loss of right to request a hearing
	3. **Individuals shall lose their right** to the WF grievance process concerning specific issue(s) if they request an administrative hearing before receiving a decision from WF about a complaint made related to the issue(s).
	4. **Grievance process:**
		1. The individual or h/her representative shall file a complaint within 30 calendar days from the date of dissatisfaction with WF actions occurred:
			1. The individual will fully complete the WF complaint form and submit it to the WF supervisor or program manager,
			2. If the complaint involves the supervisor or manager, the complaint form shall be submitted to the program director,
			3. If an oral complaint is received, the staff member receiving the complaint shall describe the complaint process, provide written materials and request the individual to put the complaint into writing using the complaint form,
			4. If the individual does not complete the complaint form, the staff member who received the complaint verbally will bring the matter to the supervisor/manager’s attention,
			5. WF shall review the complaint and determine whether the 30 day time period has expired. If it has, the provider shall determine whether the individual has good cause for making a late complaint,
			6. If WF determines that good cause for filing a late complaint does not exist, the provider shall notify the individual of the finding and state that no further action will be taken,
			7. If WF determines that good cause for filing a late complaint exists, WF shall take the following steps:
				1. WF shall review the complaint and determine if additional information is needed and if the issue can be resolved within 30 calendar days,
				2. WF shall address the complaint within 5 business days of receipt by either making a decision on the complaint or notifying the individual in writing that a decision regarding the complaint cannot be made within 5 business days. This written notice must:

Be issued as soon as it is known that a delay will occur

Specify the reason for the delay

State when a decision will be made

* + - 1. If WF determines that additional information is needed, WF will notify the individual that specified information is needed within 10 calendar days from the date of notification or a date otherwise mutually agreed upon.
				1. If such information is not provided with in that timeline, the complaint may be resolved against the individual.
				2. WF shall issue a written decision to the individual on the complaint that specifically addresses each element of the complaint.
				3. If the decision is adverse, written notice shall include all the elements of a notice of denial and shall include as enclosures the Notice of Hearing Rights and the Administrative Hearing Form. If this occurs, the following procedures are followed:

WF shall issue a letter to the individual informing h/her that the issue will not be addressed through the internal, complaint/grievance process unless the request for grievance is withdrawn,

WF shall begin the process of establishing the facts concerning the hearing issue,

The individual shall cooperate with WF in gaining access to records relevant to the complaint by completing an ROI to WF to the extent necessary to resolve any complaint made. Failure to consent may make it impossible to resolve the complaint.

* + 1. If the individual believes that the individual’s health is at risk of deteriorating during the period of time required to resolve the complaint issue, the individual may file an expedited grievance/complaint. In addition to the information required by the complaint form, the individual shall do the following:
			- 1. Identify the issue as an expedited complaint,
				2. Explain the medical urgency of resolving the issue,
				3. Describe the negative consequences of following the regular complaint process.
1. **Expedited Grievance Process:**
	1. WF will collect all documents relevant to the expedited issue.
	2. WF will forward all information collected to the Executive Director (or designee) as soon as available. Information shall include:
		1. ROIs,
		2. Notifications of denial,
		3. Clinical records supporting the denial and degree of urgency of the issue.
	3. The Executive Director or designee will review the documentation to determine if an emergency situation exists.
		1. The Executive Director shall notify the designated staff member handling the grievance of the decision in writing and the basis for that decision.
		2. The designated staff member will notify the individual in writing of the decision about the expedited request.
	4. If an expedited complaint has been granted, the provider shall convene a complaint review group to address the complaint within 5 working days to make a decision regarding the complaint.
	5. If the individual is not satisfied with that decision, h/she may file an appeal with AMH.
2. **Retaliation:** Retaliation against individuals who file a grievance or complaint is strictly forbidden.
	1. Individuals filing a complaint and/or individual who have been interviewed as a consequence of a grievance shall not be subject to retaliation by WF for having filed the grievance or being a witness.
	2. “Retaliation” may include, but is not limited to:
		1. Dismissal,
		2. Harassment,
		3. Reduction in services, wages, or benefits,
		4. Basing performance appraisals on the grievance.