

 WRAPAROUND MILWAUKEE Policy & Procedure	Date Issued: 10/19/05	Reviewed: 5/1/11 By: PE Last Revision: 5/1/11	Section: ADMINISTRATION	Policy No: 053	Pages: 1 of 2
☒ Wraparound ☒ Wraparound-REACH ☒ FISS ☒ Project O-Yeah	Effective Date: 1/1/12	Subject: ETHICS AND BOUNDARIES			

I. POLICY

Wraparound Milwaukee [programs](#)/FISS Services is dedicated to building upon the strengths of the youth and family, increasing client independence and empowering families. All Wraparound Milwaukee/FISS management and staff, Care Coordinators, FISS Case Managers and Supervisors will engage in professional behaviors and maintain ethical standards of practice with clients, colleagues and the community. Wraparound Milwaukee/FISS subscribes to ethical standards of practice that promote professional responsibility, protect client's rights and keep client's interests primary.

II. PROCEDURE

It is the responsibility of Wraparound Milwaukee/FISS staff to adhere to the following ethical conduct guidelines.

- A. Treat youth and families with dignity, respect and fairness.
- B. Respect confidentiality of youth and families and do not disclose confidential information without having [an](#) authorized release of information, and avoid discussion of confidential information in any setting unless privacy can be ensured.
- C. Avoid dual relationships with youth/families or former youth/families with whom there is a risk of exploitation or potential harm to the youth/family. In instances where dual relationships are unavoidable, staff should take steps to protect youth and are responsible for setting clear, appropriate and cultural boundaries. (Dual relationships occur when staff relates to youth/families in more than one relationship, whether professional, social or business.)
- D. Do not accept "friend" or contact requests from current or former clients or family members on any social networking site (Facebook, LinkedIn, etc.). Adding clients as "friends" or contacts on these sites can compromise your clients' confidentiality, as well as your privacy. It may also blur the boundaries of a therapeutic, professional relationship. Inviting or allowing clients, or their family members, to interact with or view your personal Facebook page can be perceived as inviting them into your personal life. This can send mixed and confusing messages to clients.

Do not use mobile phone text messaging or messaging on Social Network sites such as Twitter, Facebook or LinkedIn to contact clients. Discourage clients from using these methods to contact you. Such correspondence is vulnerable to confidentiality violations.

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

Phone calls should be defined as the best way to contact youth and families.

- E. Must not physically, verbally or sexually abuse a youth, relatives or other individuals that reside with the youth and/or with whom the youth has a close personal relationship.
- F. Possess knowledge base of youth's culture and demonstrate competence in providing services.
- G. Under no circumstances engage in sexual activities or contact with current youth/family enrollees, relatives or other individuals that reside with the youth and/or with whom youth/families have a close personal relationship.
- H. Treat all youth/families fairly, without prejudice in regard to mental or physical disability or characteristics, race, sex, sexual orientation, age or religious beliefs and/or practices.

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- I. Avoid the use of derogatory language in written and/or verbal communications to or about youth/families.
- J. May not accept payment of a private fee or other monetary compensation from a youth or family for providing services to youth/family who is entitled to services through Wraparound Milwaukee/FISS or other available Providers.
- K. Know and follow the code of ethics of each respective profession (as/if applicable).
- L. Treat colleagues [in a professional, respectful and courteous manner](#); represent fairly the views of colleagues.
- M. Take adequate measures to discourage, prevent and correct the unethical conduct of colleagues.
- N. Use reasonable judgment and take precautions to ensure that any potential biases do not lead to or excuse unjust practices.
- O. Report financial interests in any agencies providing services to youth/families through the Provider Network.
- P. Avoid exploitation of professional relationships for personal or financial gain.
- Q. Avoid conflicts of interest that interfere with professional responsibility and impartial judgment.
- R. Know and follow the rules/laws of each respective license as granted by the State of Wisconsin Department of Licensing and Regulation (as/if applicable).
- S. Must not willfully misrepresent Wraparound Milwaukee [programs](#)/FISS Services.

Reviewed & Approved By: 
Bruce Kamradt, Director