



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
**BEHAVIORAL
HEALTH SERVICES**

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Owner Dana James
Policy Area Wraparound
(Wrap, REACH,
youth CCS)-
Administration

#053 - Ethics and Boundaries

I. POLICY

Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) programs are dedicated to building upon the strengths of the youth and family, increasing youth/family independence and empowering families. Wraparound Milwaukee and all affiliated staff/providers/vendors will engage in professional behaviors and maintain ethical standards of practice with youth/families, colleagues and the community. Wraparound Milwaukee subscribes to ethical standards of practice that promote professional responsibility, protect client's rights and keep youth/family interests primary.

II. PROCEDURE

It is the responsibility of Wraparound Milwaukee staff and all affiliated providers 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 only disclose the minimum, necessary confidential information with an authorized release of information, and avoid discussion of confidential information in any setting (in-person, virtual, telephone, etc.) unless privacy can be ensured.
- C. Dual Relationships: Avoid dual relationships with youth/families or former youth/families. 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.) Staff must disclose any known or potential dual relationship to their

Supervisor and/or in accordance with the Agency's policy. In instances where this relationship may pose a conflict of interest that could interfere with professional responsibility and impartial judgment, Wraparound Milwaukee HIPAA Officer must be consulted.

- D. Social Media/Networking: Do not accept or request "friend" or contact requests from current or former youth or family members on any social networking site (i.e.: Facebook, LinkedIn, Twitter, Snapchat, etc.). Adding youth/family as "friends" or contacts on these sites can compromise the youth/family's confidentiality, as well as your privacy. It may also blur the boundaries of a therapeutic, professional relationship. Inviting or allowing youth, or their family members, to interact with or view your personal social networking page can be perceived as inviting them into your personal life. This can send mixed and confusing messages to youth/family. Do not use messaging on social networking sites to contact youth/family's. Discourage youth/family from using these methods to contact you. Such correspondence is vulnerable to confidentiality violations.
- E. Contact: Phone calls are the best way to contact youth and families. Ensure consent is received from the parent/guardian/youth prior to engaging via text message with the parent/guardian/youth.

Email correspondence with youth/family 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. When using email, ensure consent is received from the parent/guardian/youth prior to any email exchange occurring. When able, utilize encryption for your email.

- F. 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. Under no circumstances engage in sexual activities or contact with current and past youth/family enrollees, relatives or other individuals that reside with the youth and/or with whom youth/families have a close personal relationship. Any physical contact with youth and families is strongly discouraged.
- G. Under no circumstances engage any youth, family members, relative or other individuals that reside with the youth and/or with whom youth/families have a close personal relationship with, in any illegal/law-breaking activities or actions (i.e., *smoking/alcohol use, illegal drug usage, criminal activity, etc.*).
- H. Do not use derogatory language in written and/or verbal communications to or about youth/families.
 - I. Keep the value of equity and inclusivity at the forefront of daily interactions with youth, families, service providers, and each other. Possess cultural humility- respecting and valuing each person as the expert in their own life, experiences, and culture.
 - J. Treat all youth/families fairly, without prejudice in regard to behavioral or physical disability or characteristics, age, race, religion, color, sex, sexual orientation, gender identity, national origin, marital status, arrest or conviction record, or military participation.
 - K. May not accept payment of a private fee, other monetary compensation, or anything of substantial value (i.e. a gift) from a youth or family for providing services to youth/family who is entitled to services through Wraparound Milwaukee or other available Providers.
 - L. Know and follow the code of ethics of each respective profession (as/if applicable).

- M. Treat colleagues in a professional, respectful and courteous manner; represent fairly the views of colleagues.
- N. Take adequate measures to discourage, prevent and correct the unethical conduct of colleagues.
- O. Use reasonable judgment and take precautions to ensure that any potential biases do not lead to or excuse unjust practices.
- P. Report financial interests in any agencies providing services to youth/families to the Wraparound Milwaukee Provider Network.
- Q. Avoid exploitation of professional relationships for personal or financial gain, which includes any lending or borrowing money.
- R. Avoid conflicts of interest that interfere with professional responsibility and impartial judgment.
- S. 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).
- T. Must not willfully misrepresent Wraparound Milwaukee and its affiliated programs.

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/30/2022
	Brian McBride: ExDir2 – Program Administrator	8/30/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/29/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/29/2022