

WELCOME

To

*Restoration Family Services, Inc.
Orientation and Training For
SAIOP*



Restoration Family Services, Inc.
Helping Families Provide Missing Pieces!

Restoration Family Services, Inc.

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THE MISSION OF RFS, INC.

OUR VISION STATEMENT

The vision of Restoration Family Services, Inc. is to bring together medical, psychiatric, behavioral, mental health, and substance use professionals to work collaboratively in delivering wholistic and client-centered care.

OUR MISSION STATEMENT

Restoration Family Services, Inc., mission is to restore families and individuals by empowering, educating, and encouraging each person to embrace their healing through holistic and integrative care.

CORE WORK VALUES

- ***Integrity:*** We will be people of our word and our deed and do the “**right thing.**”
- ***Respect:*** We will value others for their individual ideas and beliefs. We adhere to the rule of “do unto others as you would have them do unto you.”
- ***Open Communication:*** We will accept other opinions with two-way listening and foster a safe environment for communication.
- ***Excellence:*** We will do our best to seek new ideas and better ways to do things with a spirit of excellence.
- ***Accountability:*** We will take ownership and accept responsibility for our actions.

Our values demonstrate our commitment to our mission!

Substance Abuse Intensive Outpatient Program (SAIOP)

What Is Substance Abuse Intensive Outpatient Therapy?

RFS, Inc. provides Substance Abuse Intensive Outpatient Program (SAIOP), which is a structured individual and group addiction activities service that provides an outpatient program designed to assist adult clients in recovery and learning skills for recovery maintenance. The program is offered at least 3 hours a day, at least 3 days a week, with no more than 2 consecutive days between offered services and distinguishes between those individuals needing no more than 19 hours of structured services per week (ASAM Level II.1). The program also includes case management to arrange, link or integrate multiple services as well as assessment and reassessment of the client's need for services. SAIOP services include a structured program consisting of, but not limited to, the following services:

1. Individual counseling and support;
2. Group counseling and support;
3. Family counseling, training or support;
4. Biochemical assays to identify recent drug use (e.g. urine drug screens);
5. Strategies for relapse prevention to include community and social support systems in treatment;
6. Life skills;
7. Crisis contingency planning;
8. Disease Management; and
9. Treatment support activities that have been adapted or specifically designed for persons with physical disabilities, or persons with co-occurring disorders of mental illness and substance abuse/dependence or mental retardation/developmental disability and substance abuse/dependence.

Confidentiality Training

After this training, you should have a clear understanding of:

- The definition of Confidentiality
- The General Rule for Confidentiality
- Client's understanding of releases
- Proper transmittal of client information
- Exceptions to confidentiality
- Penalty for disclosure without authorization

What is Confidentiality?

Confidentiality is the protection of private, identifying information. Its intended purpose is to assure that personal information regarding clients will not be shared with unauthorized persons and that any and all use of such information will be limited to treatment purposes only.

Confidentiality ensures that a client's information is always protected. **As an employee, you need to understand that discussing information about clients that is NOT pertinent to their treatment is a violation of their rights.** You are expected to protect a client's rights at all times. If you are asked for information regarding the client, it is always safest to make the following statement:

"I am not authorized to give out any information on any client without their consent."

Such a statement does not admit or deny knowing the client; rather it is a factual statement that can be used in any situation where authorization has not been given.

General Rule for Confidentiality

A general rule for confidentiality could be that you have no information; therefore, you cannot share any information. Any information that is legally shared should be on a "need to know" basis only. Medical transporters do not need to know information on a client that does not interfere with their ability to safely transport the client.

Talking about a client in an elevator, restaurant or any public location is NEVER acceptable even if you have consent to share information. Public domains are just that-PUBLIC. Therefore, they automatically violate the confidentiality rights of clients. Information should only be shared in the privacy of an office, or, if electronically transmitted, safety precautions should be in place.

Special care should be given when sharing *INDIVIDUAL IDENTIFIABLE INFORMATION*. Individual Identifiable Information is information which makes it possible to identify a person. Examples of such information would be social security numbers, Medicaid numbers, dates of birth, etc. Height, weight, and age are not considered identifiable information unless it is enough information that one can reasonably figure out the identity of a person.

Client Understands of Release and Consent Forms

Every client must be given a clear understanding of release forms. If they refuse to sign a release, they cannot be denied services for doing so. A client's ability to comprehend all aspects of the intake process may be somewhat limited. They most likely have already spoken to several other providers and have signed several forms. It is important that time and patience is exercised to make sure the client understands the following information when signing releases:

- Purpose
- Who will be given access to the release?
- What the time limit is for the release (most cannot exceed one year)
- Alternatives to signing
- Risks and benefits to signing
- Revocations

Prohibition Against Re-disclosure

Releasing confidential information shall not occur unless Restoration Family Services, Inc. informs the client that re-disclosure of client information is prohibited without written consent of the client or the client's legally responsible person.

Proper Transmittal of Client Information

Maintaining a client's information in the workplace is especially important. Open files and notes left unattended are subject to the disclosure of any person entering the office. Remember to secure all files and computer information before leaving your workstation. This includes leaving for a coffee break or to use the bathroom. Do not walk away from your computer and leave a file open. You need to shrink the window or save and close the program you are using.

When faxing information to others, you should follow the protocol for sending confidential information. Make sure that your cover sheet specifies that confidential information is contained in the attached fax. Before sending the fax, you are required to phone the individual to whom you are faxing the information. Once you have verified that an authorized agent is available to receive the fax, you may then fax the information. After faxing the information, the receiver should call you and verify receipt of the fax. If you are expecting a fax, you or an authorized person should be available to immediately remove the fax and confirm receipt of such fax. If you need to dispose of paper which contains client information, it must be shredded in a proper disposal unit. This includes a cross shredder located in the office copy/computer room. If you have client information on a scrap piece of paper or a message pad, it must be shredded, not simply thrown in the trash can.

Do not leave client information on a phone voice mail unless it is a "confidential" voice mail. This means only the intended client will have access to the phone message. Do not leave any confidential information with a receptionist, co-worker, etc. Rather leave a message for the other party to phone you.

Information received from ANY source regarding a client is considered confidential. In other words, if you see a client's uncle in the grocery store and he tells you that his nephew was arrested over the weekend, you cannot admit or deny knowing his nephew unless you are authorized to speak to the uncle. Even if you are authorized to speak to him, the grocery store is

not the place to discuss client issues. Kindly ask the uncle to phone you in the office during business hours.

Confidentiality remains in effect even after an employee leaves the company. Upon leaving the company, each employee is expected to properly dispose of and/or return all client information to the office.

You are bound by confidentiality even after a person's death.

Transportation of Client Records

Transportation of client records may only take place upon the expressed and explicit instructions of the CEO or Clinical Supervisor. Records must be transported in a locked case or locked inside the trunk of a car to prevent access to unauthorized individuals. If applicable, removal of a client record from the agency, before electronic records, will be documented by a RFS, Inc. designated staff by completing a Record Sign Out Form. The forms will be stored in the locked file closet used to store confidential records.

Ownership of Records

All records, including those which contain confidential information which are generated in connection with the performance of any function of Restoration Family Services, Inc., are the property of Restoration Family Services, Inc. Original client records may be removed from agency premises only under the following conditions:

1. In accordance with a subpoena to produce a document or object or other order of the court when client records are needed for district court hearings;
2. Whenever client records are needed for treatment or audit purposes, records may be transported to another facility or between state facilities;
3. In situation where Restoration Family Services, Inc. determines it is not feasible or practical to copy the health care provider, provided the record remains in the custody of a delegated staff;
4. Whenever a client from Restoration Family Services, Inc. expires, an autopsy will be performed provided the agency complies with confidentiality rules.

Exceptions to Confidentiality

The confidentiality of every release is subject to exceptions. This means there are a few exceptions to maintaining confidentiality. The major exceptions are listed below:

- In cases of emergency.
- In a situation where there is an investigation of abuse or neglect, the department of social services need for information regarding a client supersedes the confidentiality of said client.
- Involuntary admission to a hospital
- Billing purposes
- Spouse or next of kin requests information
- Primary Caretaker
- Court Order
- MCO (Managed Care Organization)

- Internal Operations
- Research and Treatment

Other than the above-mentioned reasons and perhaps a few others, confidentiality must always remain intact.

Consequences for Unlawful Disclosure of Information

Any person who discloses information in an unlawful manner and who ignores the rules of confidentiality is subject to suspension, termination and possible legal charges.

HIPAA WorkForce Training

The Health Insurance Portability and Accountability Act requires that all staff is fully informed about the agency's HIPAA Policies and those specific HIPAA required procedures that may affect the work you do for the agency.

What is HIPAA?

H – Health- this refers to any health information including a person's physical, mental, emotional or intellectual health. In most cases, anything that you receive services for that are health-based, are covered under these categories.

I – Insurance- A person's health insurance contains extremely personal and confidential information. As providers, we have an obligation to offer an individual assurance that information covered under their insurance will be kept private.

P – Portability- There are several different ways which a person's health information is transferred from one location to another. This could be something as simple as sharing verbal information with someone who is entering the data into a computer. HIPAA provides for electronic and physical security of personal and health information.

A – Accountability- This specifies who is held responsible for protecting a person's health information. It also carries penalties for those who violate HIPAA whether it is intentional or not.

A – Act- An act is a federal law that must be adhered to regardless of personal opinion.

Protected Health Information

We must protect an individual's personal and health information that is:

- Created, kept and filed, written, spoken, electronic or used.

HIPAA states that all such information is Protected Health Information (PHI).

What is HIPAA?

The Health Insurance Portability and Accountability Act of 1996 (Public Law 104-191), also known as HIPAA, was enacted as a Congressional attempt to reform healthcare. The purpose of the Act is to:

- Improve portability and continuity of health insurance coverage in the group and individual markets;
- To combat waste, fraud, and abuse in health insurance and health care delivery;
- To promote the use of medical savings accounts;
- To improve access to long-term care services and coverage;
- To simplify the administration of health insurance; and
- Other purposes.

Title I of the HIPAA law deals with health care access, portability, and renewability with the intention of protecting health insurance coverage for workers and their families when they change or lose their jobs. Title II of the law, also known as "Administrative Simplification," deals with preventing health care fraud and abuse.

The "Administrative Simplification" aspect of that law requires the United States Department of Health and Human Services (HHS) to develop standards and requirements for maintenance and transmission of health information that identifies individual clients. These standards are usually referred to as "HIPAA Regulations".

These regulations are designed to:

- Improve the efficiency and effectiveness of the healthcare system by standardizing the interchange of electronic data for specified administrative and financial transactions; and
- Protect the security and confidentiality of electronic health information.

The requirements outlined by the law and the regulations promulgated by DHHS are far-reaching. Health care organizations that maintain or transmit electronic health information must comply. This includes health plans, health care clearinghouses, and healthcare providers who submit claims electronically. After each final regulation is adopted, small health plans have 36 months to comply. Others, including healthcare providers, must comply within 24 months.

Examples of Protected Health Information:

- A person's name, address, SSN
- Birth date, age, phone number
- License number, fax number
- Medical records, x-rays
- Lab work, diagnosis, test results
- Prescriptions
- Billing records
- Claim data
- Authorizations
- Referrals and explanation of benefits
- Almost anything you learn about an individual while you are working with him is considered personal and confidential.

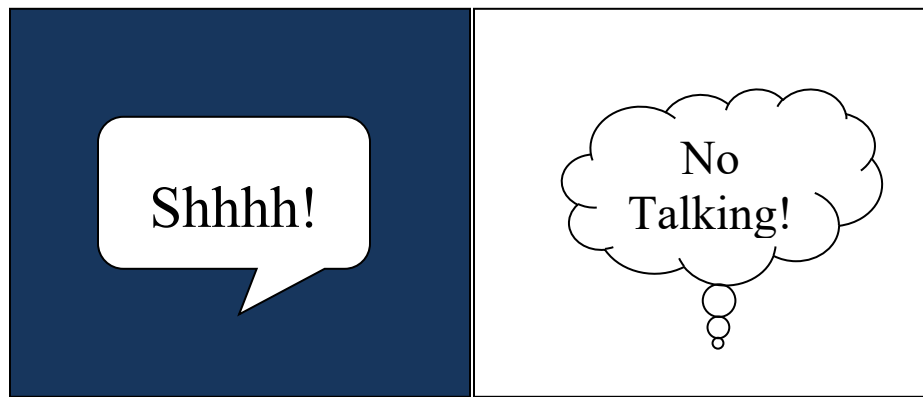
For disclosure of PHI, Restoration Family Services, Inc. must obtain a signed authorization from the individual.

Even if another provider request information on an individual, we must have a signed consent from our client before we can release any information on them.

If we have consent to release information, it is important to understand that not all information can be released. For example, if another provider wants to see discharge records that we received from Johnston Memorial Hospital, we CANNOT release that information, even if we have consent. PHI is just

Protected! Information such as this can only be released by the place of origin. This prevents any possible changes on the documents that could lead to misinterpretation of the information.

HIPAA requires Restoration Family Services, Inc. to give each client a **Notice of Privacy Practices**. This describes how the agency can use and share their PHI. IT also includes their privacy rights. Each client is asked to sign a written acknowledgement form indicating that he/she received the **Notice of Privacy Practices**. Like all consents, Notice of Privacy Practices can be revoked at any time the client chooses.

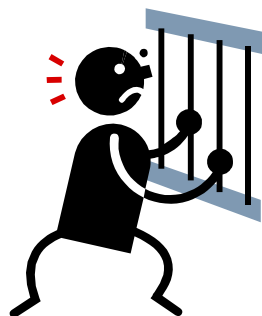


Restoration Family Services, Inc. expects each employee to protect a client's health information as if it were their own. If it doesn't pertain to your job duties, then it is not necessary that you have or share the information. We operate on a "need-to-know" basis. If you need to know any information about a client in order to do your job, then, and only then, will we share that information with you?

Restoration Family Services, Inc. and the Federal Government are serious about protecting a person's health information. Those who do not protect a person's privacy could lose their job, pay fines, and go to jail or all three.



There are fines from \$50,000 up to \$250,000 for those who knowingly OR unknowingly violate this law.



Jail terms are up to ten (10) years.

DO THE RIGHT THING

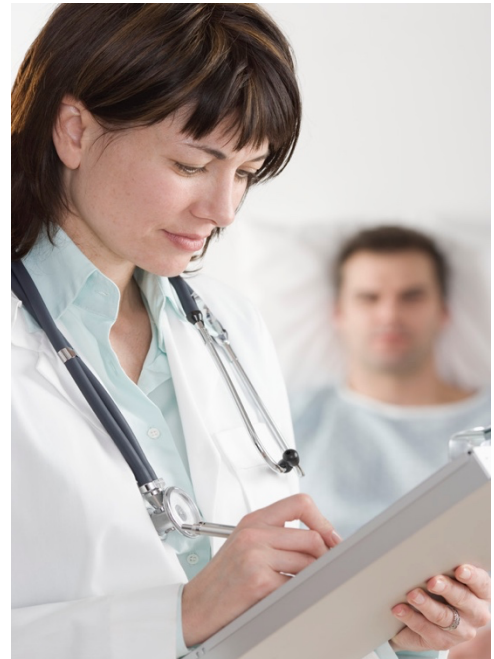
It is the responsibility of all staff at RFS to take seriously the privacy of our clients. This becomes your responsibility from the time you are employed until forever!

Be conscience of what you say and who you say it to. You wouldn't want any other health professional discussing your personal business in public or to those who are not invested in your care. Just be considerate and obey the HIPAA laws.

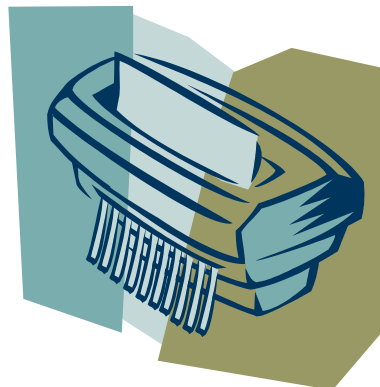


what you write

Be
careful
what
you say



Be careful



Destroy

information

unnecessary personal

ETHICAL CODES OF CONDUCT

It is the goal of Restoration Family Services, Inc. (RFS) to establish a high standard of performance, professionalism, and ethical conduct. This organization also sets forth values, ethical principles, and ethical standards by which actions can be judged. Restoration intends to create an environment that fosters ethical conduct, where no employee will ever feel the need to compromise personal integrity to help achieve the mission of Restoration.

Restoration's Code of Conduct is relevant to all staff, consultants, and contractual employees, regardless of their professional functions, the settings in which they work, or the population they serve. While working under the Restoration's Code of Conduct, the staff, consultants and contractual employees must be conscientious, committee, and honest in their work as well as in aspects of their private lives that are related to their respective jobs in the organization.

Ethical Code of Conduct – Business

1. RFS will demonstrate courtesy, respect, honesty and fairness with clients, their families, employees, stakeholders, business partners, associates and other members in all interactions.
2. RFS will demonstrate compliance with health, safety, legal and security regulations according to the State of North Carolina.
3. RFS will provide an environment that encourages employees to constantly improve the health, safety, productivity and profitability of the organization.
4. RFS will immediately investigate and resolve health, safety, legal or security violations, or violations of the Code of Conduct.
5. RFS will conduct business operations in an ethical and humane fashion.
6. RFS will protect and use assets of the business in a fair and responsible way.
7. RFS will recognize the diversity of the work force and that the organization can only be successful through the respect, fair treatment, cooperation, and empowerment of employees.
8. RFS will strive to provide the highest quality of services, working for constant improvement of quality in all areas of the business.
9. RFS will maintain confidentiality of all records in our care and possession including information about the clients, employees, other members.
10. RFS will not use unlawful billing practices or file false claims with Medicaid or Medicare
11. RFS will communicate the organization's vision, mission, goals, and objectives to all employees and provide training as required toward achievement of those goals.
12. RFS will respect and safeguard the personal property of persons served, visitors, and personnel and also the property owned by the organization. However, RFS assumes no responsibility for personal items (i.e jewelry, money, or other items) that are brought to services/treatment and are lost, stolen, or broken.
13. RFS will provide opportunities for staff to learn and implement current strategies and interventions by conducting in-service trainings and encouraging participation in workshops and educational events sponsored by other community based agencies and the MCO.
14. RFS exhibits corporate citizenship by holding positions on local boards that address needs of our target populations, engage in educational events for communities, educate and engage persons served in drug and alcohol programs, provide education on health issues, and being actively involved in community organizations and service groups.

Ethical Code of Conduct – Marketing

1. Marketing activities will never knowingly mislead or misinform the public or misrepresent Restoration Family Services, Inc.
2. Marketing efforts will always respect the dignity and privacy rights of those receiving services.
3. Marketing efforts will be uniform throughout the state and will not target or exclude any particular geographic area.
4. Marketing efforts will not use illegal referrals.

Ethical Code of Conduct – Contractual Relationship

1. A consultant of RFS will not knowingly misrepresent facts when providing services to clients for personal gain or for any other reason not in the best interest of the client.
2. A consultant will undertake only those assignments that she/he can reasonably expect to complete with professional competence.
3. The professional will avoid activities which conflict with or impair the performance of their duties. If a conflict arises, the professional will disclose the conflict and obtain objective opinions to resolve any apparent conflict of interest.
4. Professionals will not participate in bribery, in any form.
5. When performing services under contract to RFS' clients, fees charged will be in compliance with the policies of RFS.
6. Professionals will not obtain clients of RFS by unorthodox or unscrupulous means.
7. Professionals of RFS will not exploit professional relationships sexually, financially, or for any other professional and/or personal advantage.

Ethical Code of Conduct – Service Delivery

1. Treat all clients, their family members and all professionals with dignity and try to create and maintain a climate of loyalty, trust and mutual respect.
2. Participate in activities specific to the client's Person-Centered Plan (PCP)/Individualized Support Plan (ISP), or treatment plan for effective service delivery.
3. Remain professional by never using profanity, obscene gestures, intimidation, making fun of, or striking or physically assaulting a client.
4. Employees will refrain from doing or speaking anything that might bring discredit to this organization and will not knowingly make false or malicious statements about staff.
5. NEVER leave a client unsupervised or make inappropriate comments about the client or their family, co-workers, or anyone.
6. Never discuss personal issues involving staff's own life with client or family serve.
7. Never take or exchange gifts, money, or gratuities from a client or his/her family. Exceptions may be if the gift has been made by the client and is of little or no monetary value.
8. Listen to your client but remain neutral in matters with the family, co-workers, and any other professionals. Questions or concerns should be discussed with your supervisor to maintain effective service delivery.
9. NEVER use alcohol or drugs while working. Staff shall not report to work under the influence of any substance.
10. Do not exceed your assigned hours or change schedule without prior approval from supervisor.
11. Do not eat at client's home, with the client or the family.
12. NEVER bring your family or friends to your assignment with any client.

13. NEVER TAKE CLIENT TO YOUR HOME NOR ALLOW CLIENT TO KNOW WHERE YOU LIVE.

Ethical Code of Conduct – Conflict of Interest

No employee of RFS shall create or allow to be created any situation that causes a conflict of interest or the appearance of a conflict of interest with the employee's job responsibilities. For the purpose of this code of conduct, the following circumstances, but not limited to, shall be deemed to create Conflict of Interest for any employees, or any other professionals consulting with RFS:

1. Will not perform services for pay on behalf of another agency providing the same services, unless approval from the CEO.
2. **Never take or exchange gifts, money, or gratuities from a client or his/her family. Exceptions may be if a gift has been made by the client that is of little or no monetary value.**
3. Will not practice recruitment method of telling potential employees that Restoration Family Services, Inc. will pay the employee if they come to the company and bring their client with them.
4. Will not offer "bonus" services if they will sign with the provider.
5. Will not put advertisement in the newspaper soliciting client referrals from anybody and promising a referral fee.
6. Will not give any staff a referral fees to obtain referrals to the agency.
7. Prohibits any administrative staff or any person in leadership to pay for lunches, dinner or any activities that may be questionable.
8. **No personnel will solicit or have clients selling items on behalf of the organization nor on behalf of a personal cause (personal fundraising).**
9. Will not knowingly and willfully solicit or receive any remuneration (including any kickback, bribe or rebate) directly or indirectly, openly or secretly, in cash or in kind.
10. **RFS will respect and safeguard the personal property of persons served, visitors, and personnel and also the property owned by the organization. However, RFS assumes no responsibility for personal items/property (i.e jewelry, money, or other items) that are brought to services/treatment and are lost, stolen, or broken.**
11. Prohibits the Leadership Team Members to serve on the board of the MCO that Restoration Family Services, Inc. contracts with.
12. There will be **professional boundaries** in all relationships, to include relationship issues such as personnel dating or having a sexual relationship with other personnel or persons served as outlined in the ACA Code of Ethics.
13. **RFS staff is not permitted to witness signings for such documents to include powers of attorney, guardianship, and advance directives.**

In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances with the Clinical Director, Program Manager or any member of the leadership team who shall determine whether there exist a Conflict of Interest that is subject to this policy.

Ethical Code of Conduct – Use of Social Media

1. Introduction

- This Code on the use of social media by employees, contractors, stakeholders, and any persons on the organization's premises. The existing regulations and policies relating to provision and use of Restoration Family Services, Inc. (RFS) IT and computers, including the Conditions of Computer Use and the Social Media Policy
- Employees and those with access to the organization's networks must ensure that they establish safe, professional and appropriate online behavior.
- The purpose of this Code is to: • encourage good practice • protect RFS, its employees, students and business partners • make employees and those with comparable honorary status aware that the organization will treat unacceptable "electronic behavior", through social media and other means, in the same way as it would treat other unacceptable behaviors.

2. Definition

- The term "social media" is used within this Code to describe dynamic and socially interactive networked information and communication technologies by which personal information or opinions can be presented for public consumption on the Internet.
- Examples of social media are given in Annex A.

3. Responsible Use of Social Media

- RFS understands the popularity and benefits of social media sites if used responsibly. Such sites allow for, and promote, general communication, online discussion and provide the ability to share information about yourself and others quickly and easily.
- Individuals required to maintain RFS social media presence as part of their role should do so in accordance with the social media policy and with branding and communication guidance (available from Marketing and Communications web pages), and with the Conditions of Computer Use (available from the Information Services Division web pages).
- If an individual's personal internet presence does not make any reference RFS, its employees, students or partners cannot be identified, then the content is unlikely to be of concern to RFS. If RFS, its employees, students or business partners are referred to, or can be identified from the content, then the information posted would need to conform to the policies referred to in 3.2 above.
- Whereas an individual covered by this policy is able to refer to RFS within his or her personal internet presence, instances where RFS, its employees, students or business partners are brought into disrepute may constitute unacceptable behavior.
- Individuals must not disclose confidential information relating to RFS, its staff, or business partners. Confidential information relating to RFS should be handled according to the Information Classification and Data Management policy:
- Individuals covered by this policy must not use social media sites to make comments about, or post contact details or photographs of, other employees, students or other associates of RFS where these might be deemed as offensive or breaching privacy. Comments or other postings of this nature may constitute unacceptable behavior. This includes where individuals are not named but can be readily identified by themselves or others from the information posted.

- Some professional bodies have separate policies and guidance for responsible behavior when using social media. Employees who are members of such bodies should keep up to date with and follow their professional bodies' social media policies and guidance. If, due to a breach of the Code of Conduct on Social Media Use, it becomes evident that an employee may have also breached his or her professional body's professional standards, RFS reserves the right to make an appropriate referral to that body.
- In accordance with the Conditions of Computer Use, reasonable personal access is acceptable before and after working hours and during work breaks (although if a computer or device is accessed throughout the day, employees are reminded of the need to take regular breaks).

The list below is representative of widely popular Social Media and Networking sites. This list is not exhaustive, not least as new sites are continually becoming available, but is intended to illustrate the range and types of sites which are covered by this Code of Conduct.

- | | |
|---|----------------------|
| • Blogger | *Instagram |
| • Facebook (General. Popular Worldwide) | *LinkedIn (Business) |
| • YouTube | *Pinterest |
| • TikTok | *Twitter |

Ethical Code of Conduct – Professional Responsibilities

1. We shall communicate openly and truthfully about the nature and extent of services that we provide.
2. We shall not accept or continue to work in positions for which we are personally unsuited or professionally unqualified. We shall not offer services that we do not have the competence, qualifications, or resources to provide.
3. We shall be objective and accurate in reporting the knowledge upon which we base our program practices.
4. We shall cooperate with other professionals who work with our clients and their families.
5. We shall not hire or recommend for employment any person who is unsuited for a position with respect to competence, qualifications, or character.
6. We shall report the unethical or incompetent behavior of a colleague to a supervisor when informal resolution is not effective.
7. We shall be familiar with laws and regulations that serve to protect the clients in our programs.
8. We shall not participate in practices which are in violation of laws, and regulations that protect the clients in our programs.

Ethical Code of Conduct – Human Resources

1. RFS shall keep in confidence information acquired about employees in the course of employment, unless disclosure serves professional purposes, or it required by law.
2. RFS shall only offer or assign a position or responsibility on the basis of professional preparation and qualifications.
3. RFS's staff responsible for evaluating staff performance will do so in a manner that is responsible, fair, considerate and equitable.
4. The HR department will maintain the most current information and updated rules and regulations regarding wage and hour standards.
5. HR will be responsible for ensuring compliance with Federal Occupational Safety and Health Administration (OSHA) regulations.

6. HR will also maintain Federal and State Guidelines such as information pertaining to Worker's Compensation, NC Disability, the Family Medical Leave Act, and other information required of a Human Resource Department.

Ethical Code of Conduct – Peer Support Specialist

1. Maintain Personal Recovery - Commit to maintaining and promoting one's personal recovery from substance use disorders as a foundation for providing effective peer support.
2. Confidentiality and Privacy - Respect and protect the confidentiality of peers' information, ensuring that their privacy is maintained at all times.
3. Non-Judgmental and Empathetic Approach - Approach peers with empathy, understanding, and without judgment, recognizing the uniqueness of their experiences.
4. Obtain informed consent from peers before providing any peer support services, ensuring they understand the nature and limits of the support.
5. Be culturally competent and sensitive, recognizing and respecting diverse backgrounds, beliefs, and values.
6. Establish and maintain clear and appropriate boundaries with peers to ensure a safe and respectful support relationship.
7. Uphold the highest standards of professional integrity, honesty, and transparency in all interactions with peers and colleagues.
8. Engage in ongoing professional development and self-care activities to enhance personal and professional growth.
9. Be aware of and avoid dual relationships that may compromise the integrity of the peer support relationship.
10. Advocate for the rights and needs of peers, empowering them to make informed decisions about their recovery journey.
11. Disclose and manage conflicts of interest that may impact the ability to provide effective and unbiased peer support.
12. Prioritize the safety and well-being of peers, taking appropriate action in situations where harm may occur.
13. Collaborate with other members of the treatment team to ensure a coordinated and comprehensive approach to peer support services.
14. Respect the autonomy and self-determination of peers, recognizing their ability to make choices about their recovery.
15. Maintain accurate and confidential documentation, adhering to legal and ethical standards for record-keeping.
16. Seek supervision and consultation to enhance the quality of peer support services and address challenging situations.

This code of conduct is intended to guide peer support specialists in their crucial role within Restoration's organization.

CLIENT RIGHTS

The client is informed at admission and annually of their rights. These are the rights of the clients we serve. They are listed as follows:

- All staff receives training in Client Rights before providing services to each recipient. Each client receiving services from Restoration shall be treated with respect to the basic human rights of dignity, consideration, privacy, and human care. It is contrary to Restoration policy for staff to restrict rights or privileges of clients. Before receiving services, your rights will be explained to you.
- One of the most significant rights you have as a client is in making an **informed consent** for treatment. Informed consent means that you have been given the necessary information in a manner that you can understand in order to make a decision upon entering treatment. The following are some points to remember as you make a decision about your treatment:
- All clients shall be informed of the alleged benefits, potential risks, and possible alternative methods of treatment/habilitation during the parent/client meeting at which time services are being coordinated. The Qualified Professional or Intake Staff of RFS will take the time to explain “consent” to you.
- An adult client or the guardian of a minor client **can withdraw consent** without risk of disciplinary action, at any time by contacting their staff member, Clinical Supervisor or a member of the treatment team. Reasons for the request should be gathered, and if possible, a treatment team meeting should be called as soon as possible after the request has been made.
- Consents shall be obtained prior to treatment and release/disclosure of information may only occur with an authorization or consent unless it is an emergency or for other exceptions listed below.

Disclosure of Information without Consent

Restoration Family Services, Inc. staff reviews at orientation the Notice of Privacy Practices with each client/LPR, the organization maintains that if confidential information be released, the Clinical Supervisor or his/her designee shall give written notice to the client or the legally responsible person at the time of admission that disclosure may be made of pertinent information without his/her expressed consent. This notice shall be explained to the client or legally responsible person at orientation. The giving of notice to the client or legally responsible person shall be documented in the client record. The following are conditions under which confidential information may be released without consent:

- Under court order;
- Any suspected abuse/neglect or communicable disease;
- For purposes of filing petition for involuntary commitment or adjudication of incompetence; to the agency’s attorney;
- To health care provider who is providing emergency services;
- To another NC MH facility;
- Provider of support services;
- Secretary, physician or other individuals when necessary, to coordinate appropriate and effective care; and
- For approved research and planning, audits and statistical purposes.

Also, the Clinical Supervisor or Quality Assurance (QA) Manager may disclose confidential information if in the best interest of the individual, in order to file a petition for competency/guardianship purposes as well as:

- A facility/physician/other individuals responsible for evaluation, management, supervision, or treatment of individuals examined or committed for outpatient treatment may request, receive, and disclose confidential information to the extent necessary to enable them to fulfill their responsibilities.
- Professionals may disclose confidential information when there is an imminent danger to the health or safety of the individual or another individual or there is a likelihood of the commission of a felony or violent misdemeanor.
- Professionals may exchange confidential information with a physician or other health care provider who is providing emergency medical services to an individual. Disclosure of the information is limited to that necessary to meet the emergency as determined by the professional.
- Restoration Family Services, Inc. may provide confidential information to the Department of Correction (DOC) when requested regarding any individual of RFS when the inmate has been determined by the DOC to need treatment for MH/SA concerns. The consent of the individual or inmate shall not be required for this information to be provided and the information shall be provided despite objection by the individual or inmate. Confidential information disclosed is restricted from further disclosure.
- Professionals may disclose advance instruction for mental health/substance use treatment or confidential information from an advance instruction to a physician, psychologist, or other professionals when it is determined that disclosure is necessary to give effect to or provide treatment in accordance with the advance instruction.
- Restoration Family Services, Inc. may disclose confidential information to a provider of support services under written agreement in which the provider acknowledges that he/she will safeguard and not further disclose the information.
- Disclosure of confidential information is permitted when there is reason to believe that the individual is eligible for financial benefits through a facility to establish financial benefits. After receiving benefits, the consent of the individual or LRP is required for further release of confidential information.
- When employees, students, consultants, or volunteers involved in the care of an individual, may exchange confidential information as needed for the purpose of carrying out their responsibility in serving the individual.
- Professionals may release confidential information to the referring physician or psychologist.
- Professionals shall provide the next of kin/family member/designee with notification of the individual's diagnosis, the prognosis, the medications prescribed (dosage and side effects) and the progress of the individual, provided that the individual or his or her legally responsible person **has consented in writing or orally in the presence of a witness selected by the individual, prior to the release of this information.** Both the individual's and/or the legally responsible party's consent and the release of this information shall be documented in the individual's service record. This consent shall be time limited and is subject to revocation by the consenting individual.

- May disclose admission/discharge of an individual to the individual's next of kin when determined that the disclosure is in the best interest of the individual. The professional shall notify next of kin/family member/designee after the request of the individual, notification of admission to a facility, transfer to another facility, decision to leave the facility against medical advice, discharge, and referrals/appointments.
- In response to a written request of the next of kin/family member/designee who has a legitimate role in the therapeutic services offered, the provider shall: (1) Provide the information requested based upon determination that providing this information will be to the individual's therapeutic benefit, and provided that the individual or his or her legally responsible party has consented in writing to the release of the information requested; or (2) Refuse to provide the information requested based upon the responsible professional's determination that providing this information will be detrimental to the therapeutic relationship between the individual and professional; or (3) Refuse to provide the information requested based upon the responsible professional's determination that the next of kin/family member/designee does not have a legitimate need for the information requested.
- May disclose confidential information to persons responsible for conducting general research or clinical, financial, or administrative audits if there is a justifiable documented need for this information. A person receiving the information may not directly or indirectly identify any individual in any report of the research or audit or otherwise disclose an individual's identity in any way.
- Contact and consult with a client advocate.
- The right to be free from unnecessary medication and free from medications being used for punishment, discipline, or staff convenience.
- Shall disclose confidential information of an individual to an attorney upon the request of the competent adult or the legally responsible person.
- An LME may share confidential information regarding any individual with network providers regarding treatment, payment, and healthcare operations.
- For the purposes or activities for which confidential information may be disclosed include, but are not limited to, quality assessment and improvement activities, provider accreditation & staff credentialing, developing contracts and negotiating rates, investigating and responding to grievances and complaints lodged by individuals receiving services, evaluating practitioner and provider performance, auditing functions, on-site monitoring, conducting satisfaction studies, and collecting and analyzing performance data.
- The right to receive needed treatment for preventing illness.

What Are My Rights?

The State of North Carolina, Management Care Organization (MCO) and, in some cases, the Federal Government has developed rules and laws regarding your rights as a client of Restoration Family Services. You will find listed these rights, which will be explained to you when beginning services and annually thereafter. Restoration staff will give you the opportunity to ask questions about your rights and will provide any additional information to help with your

understanding of the rights. Any other time you have any questions regarding your rights, feel free to ask a Restoration staff member.

Please read these rights carefully, as you will be asked to sign a form stating that you have received and understand them. If at any time you feel your rights have been violated, you may use the grievance procedure described in this handbook.

- Your rights are guaranteed by law: You have the same basic civil rights and remedies as other citizen of North Carolina to exercise all civil rights, including the right to dispose of property, execute instruments, make purchases, enter into contractual relationships, register and vote, bring civil actions, and marry and get a divorce, unless the exercise of a civil right has been precluded by an unrevoked adjudication of incompetency. Also, you have the right to dignity, humane care, and freedom from mental and physical abuse, neglect, and exploitation.
- You have the right to confidentiality and access your medical record: The confidentiality of your treatment is protected by law. Except as required by law and agency regulations, your records and other information about you will not be released without your written permission. You give permission to share information about your care with your next of kin, a family member with a legitimate role in your service, or another person whom you name. Disclosure of information without consent is listed above.
- Special rules may apply if you have a legal guardian appointed, are a minor, or are receiving treatment for substance abuse. Refer to the “Notice of Privacy Practices” for instances in which permission is and is not needed. You have the right to see your own records except under certain circumstances specified by law. You have the right to have those circumstances explained to you.
- You have the right to contact Disability Rights North Carolina, formerly Governor’s Advocacy Council (919) 856-2195.
- You have the right to be informed of the rules: You have the right to be informed of the rules that you are expected to follow in a particular program, service or facility and possible penalties for violation of the rules. This information will be provided when you begin services. You have the right to be free from unwarranted suspension or expulsion from programs and services. If you are discharged from a facility, you are entitled to a copy of your discharge plan.
- You have the right of privacy: You have the right to be free from any unwarranted search of your property or self. Should search and seizure apply to a program from which you are receiving treatment, the specific procedures will be explained when you enter the program.
- Therapeutic interventions and devices may never be used as retaliation, for the convenience of staff, or in a manner that causes harm or undue discomfort.
- You have the right to treatment: Including access to medical care and habilitation, regardless of age or degree of MH/SA services. To also receive necessary treatment for prevention of physical ailments.
- You have the right to a treatment plan: A written treatment plan, based on your individual needs, must be implemented upon admission. You have the right to treatment in the most normal, age-appropriate and least restrictive environment possible. You have the right to take part in the development and periodic review of this plan and other plans that affect you. You have the right to have access to information in a manner that allows you sufficient time to make an informed

decision regarding your preferred treatment needs. You are entitled to review your treatment plan and obtain a copy of it from your therapist or medical records by contacting the office at (919) 938-9502.

- Have the right to, within 30 days of admission to RFS have an individualized written treatment or habilitation plan implemented by RFS.
- You have the right to live as normally as possible while receiving care and treatment; Also, the right to receive age-appropriate treatment for diagnosis. To have opportunities that enables the individual to mature physically, emotionally, intellectually, socially and vocationally to include special education and training in accordance with state and federal law.
- You have the right to investigation and resolution of alleged infringement of rights: If in the event you feel that your rights have not been respected, you have the right to file a formal grievance to Restoration, the managing LME or you may choose to contact other advocates to initiate the process of investigation. You have the right to receive a timely resolution to this alleged infringement. In addition, all alleged infringement of rights will be reviewed by Restoration's CEO or his/her designated person.
- Clients also have the following additional rights some of which can be restricted:
- The right to educational/vocational programming suited to individual needs;
- To have privacy not to have identity or knowledge of services known, or to be filmed or taped without clients written informed consent;
- Right to obtain accounting of release/disclosure of health information
- Right to release only the minimum information necessary for coordination of care and services.
- Right to accept or refuse treatment and not be threatened with termination because of the refusal.
- Freedom of Association
- Freedom from cruel and unusual punishment
- Freedom of speech and expression
- Freedom of religious expression
- Equal Employment Opportunity
- Right to receive care and services that are adequate, appropriate, and in compliance with relevant Federal and State laws rules and regulations
- Right to receive a reasonable response to his or her requests of the agency
- Right to be notified within 10 days when the agency's license has been revoked, suspended, canceled, annulled, withdrawn, recalled, or amended
- Right to be advised of the agency's policies regarding client responsibilities as it relates to safety and care plan compliance.

Additional Rights for Minors

- Minors have the right to have access to proper adult supervision and guidance. They also have the right to opportunities that enable him/her to mature physically, emotionally, intellectually, socially, and vocationally.

FRAUD



Documenting services that did not occur is considered to be **FRAUD**. There are heavy penalties to both the offender and the organization. RFS, Inc. strictly prohibits and does not support this activity. Unfortunately, writing fraudulent notes is not an uncommon practice in this business. We do not condone this behavior and will take appropriate measures with those who are found participating in such practices, up to termination.

Some things that constitute Fraud are:

- Documenting time that you didn't spend with a client.
- Trying to bill for unauthorized services.
- Trying to bill for services performed by someone else.
- Convincing the client to back up your claims of service not provided.

Fraud is illegal, so please do not resort to any of the above tactics in order to increase your billable hours.

General Rules

TIME

- All documentations are required to be in the EHR (electronic health/medical records) within 24 hours and for the SAIOP up to 48 hours.

SUPERVISION

Associate, Peer Support Specialist, and Paraprofessionals are under the clinical supervision of a Licensed Clinical Supervisor. This includes weekly meetings and completion of supervision form as required by the State of North Carolina and this organization, which will follow the guidelines set by the NC LCMHC/LCAS Board. All questions regarding your recorded hours for the board should be directed to your supervisor.

STAFF MEETINGS

RFS has staff meetings once per month which takes place virtually and sometimes with proper notice will be held in the office. If there is a change in venue, you will be notified. The staff meetings are held on the third (3rd) Thursday of each month and begin promptly at 2:00 pm. The meetings normally last for approximately one (1) hour.

Please do not schedule any appointments during this time. Contact your supervisor if you absolutely cannot attend the meeting due to unforeseen circumstances or emergency.

DRESS CODE

RFS, Inc. expects all staff to dress appropriately in accordance to the performance of their jobs. If you are attending a meeting with other providers, you should be wearing business casual attire. When working out in the community with clients, then casual attire or even neatly-worn denim may suffice. Clothes that are unacceptable are:

- Oversized T-shirts; shirts with strings/straps
- Sagging pants; low cut tops; midriff tops
- Tight clothing; cut off shorts; old jeans; overalls
- Wrinkled or stained clothing' short skirts/dress
- Old or ragged footwear

RFS, Inc. appreciates your commitment to the persons and families we serve!

Customer Service!

What is Excellent Customer Service?

Excellent customer service is the process by which the organization delivers its services in a way that allows the customer to access them in the most efficient, fair, cost effective, and humanly satisfying and pleasurable manner possible.

Customer Service Strategies

Make the client's time with you an experience. You don't have time to complain about your day or anything else. Ask yourself, "How can I make their experience better?" Exceed their expectations just a little and you will have created a memorable and compelling experience.

Regularly inform all your employees about what's going on in the company. Employees need to know what's happening. What new services are we offering? When will they be available? What kind of advertising will take place in the next month? Will any physical changes be happening in the offices? Will new branches be added? The more they know, the better they can serve the clients and their families.

Make decisions with the client in mind. Ask questions such as, "Do our clients like what we're doing?" and "Would our clients like this type of promotion?" Change the way we look at things from having it centered around us to focus on whether the client would approve.

Make the clients an agenda item at every staff meeting. Present their point of view and ask the questions: How can we serve our clients better or differently? Empower the employees to always do the right thing!

Continually ask how we can improve and add value to our service. If we don't keep asking and pushing ourselves, we'll start to slip behind the competition. Clients have more than one choice and our competition is aggressively marketing to them. They know what is being offered by others. Be ahead of the curve by asking what we can do to add value to our client's experience with us.

Create an atmosphere of excellence. Let it be known that everything we do has to be the best, and we won't accept less. Remember that leaders are always raising the bar. If you aren't pushing to do better than yesterday, we will be left in the dust of our competition.

Continually do the unexpected. Have the reputation for doing the unexpected, and clients will always expect something different and exciting from our company. This doesn't mean that we have to have dancing clowns in our lobby but having the same lollipops that everyone else gives out is not at all unexpected. Do something different. These are the things that clients talk about.

We will never let an untrained employee have client contact. Our employees represent Restoration Family Services and our services. Working with clients is the most important thing employees will do. Give them the tools necessary by giving them adequate training to handle clients.

Tips for Customer Service

These **Top Ten Tips for Customer Service** will encourage promotion from loyal clients to loyal advocates!

1. **Be Your Client.** Live the life of your client and experience what they do. Stand in line, call your call-center, soak up feedback.
2. **Give Memorable Service.** Make the life's mission of everyone (yes, everyone!) to be client focused -even those seemingly out of direct line of fire.
3. **Listen Hard to Complaints.** Complaints are a wonderful gift - it is feedback of the highest order. Enjoy them and learn fast.
4. **Enable Your People.** Enable and encourage your people to give an immediate and generous client response.
5. **React Fast.** Make sure that you and your people work with pace and immediacy with client issues.
6. **Be Systems Focused.** Ask, 'What would my client think of this - would it give brilliant service?' If not, reshape the system fast.
7. **Be Curious.** Encourage everyone in your team to overhear, be nosy, ask questions and feedback information from your clients.
8. **Research the Marketplace.** Do more in your own business from what you experience as a client elsewhere. Encourage your people to do this too.
9. **Have Fun.** Have fun with your clients. It builds relationships. Relationships are business.
10. **Have a service attitude.** Some people simply enjoy serving others, their organizations, and even their communities. The spirit of service dominates their personality.

Customer Service Tips for Difficult Clients

In any business our clients are one of our most important assets. Unfortunately, there are days when not all clients want to be friendly or pleasant. On days like this, try these effective tips to help you handle those difficult clients.

Don't take it personally - remember when a client complains they may be unhappy with the way their day is going - not you.

Remember you are good at your job - remind yourself of the skills you have and why you are working here. Don't allow clients to make you feel inadequate.

Write down their complaint or concern - show the client you are listening by recording their problem and review the client grievance procedure with them.

Learn stress management techniques - this may help you stay calm if a client raises their voice or becomes emotional. Also learn to breathe deeply and focus on the positives

Recognize and accept you will work with clients who have bad days - understand when you are working with the public some people take their bad days out on you - it is not personal.

Consider what you could do differently next time - if the client is complaining about a company system or process, take some time to review this and determine if this might need to be changed. Think about the way you handled the client and note anything you would do differently next time.

General Health and Safety Guidelines

HEALTH AND SAFETY PRACTICES:

Restoration Family Services, Inc. is committed to maintaining a safe environment and believes that training and preventive measures are essential parts of our strategic plan. It is the policy of this agency to ensure all employees are trained, prepared, and ready to implement approved procedures to handle emergency/disaster situations.

The Office Manager and QA Manager are responsible to verify that each employee has received an initial orientation and received the health and safety practice training needed to do their job safely. They will also ensure all employee files document the training received. In addition, the Office Manager will ensure that an outline and materials list is available for each training course provided and that written compliance plans are in place and current.

The Leadership team has implemented the Health and Safety Committee which consists of employees from various levels of employment within the company. The responsibilities of the team consist of, but are not limited to, training and educating staff in the following areas:

- Health and Safety Practices
- Identification of unsafe environmental factors
- Emergency Procedures
- Evacuation Procedures
- Identification of critical incidents
- Reporting of critical incidents
- Reducing physical risks
- Workplace violence

SEE POLICY & PROCEDURES MANUAL FOR HEALTH & SAFETY POLICY!

WORKPLACE VIOLENCE

Purpose of Policy

To provide a workplace for all employees that is free from violence by establishing preventative measures, holding perpetrators of violence accountable and providing assistance and support to victims. Restoration Family Services, Inc. is committed to maintaining a safe, healthy and efficient working environment where employees are free from workplace violence.

The “Workplace” is: Any location, whether permanent or temporary, where an employee performs work-related duties. It includes buildings, and surrounding perimeters such as parking lots, field locations, workplace gatherings, clients’ homes, and traveling to and from work assignments.

What is Workplace Violence?

- Intimidation, threats,
- physical attacks,
- domestic violence
- property damage

Workplace Violence Includes:

Beating, Hitting, Kicking, Near-suicide, Rape, Shooting, Stabbing, Suicide, being followed, sworn or shouted at, Harassment, Intimidation, Psychological trauma, Threats or obscene phone calls.

Examples

- Verbal threats to inflict bodily harm, including vague or covert threats.
- Attempting to cause bodily harm; striking, pushing, and other aggressive physical acts against another person.
- Verbal harassment; abusive or offensive language, gestures or other discourteous conduct towards supervisors, fellow employees, or the public.
- Disorderly conduct, such as shouting, throwing or pushing objects, punching walls, and slamming doors.

Types of Workplace Violence

- Violence by client
- Violence by strangers
- Violence by persons with relationships to employees
- Violence by co-workers

Facts about Workplace Violence

Nationwide -

- *2 million* American workers are victims of workplace violence each year.
- Homicide is the third leading cause of fatal occupational injuries for all workers.
- Homicide is the second leading cause of fatal occupational injuries for women.

North Carolina -

- In 1998, NC had 228 fatal occupational injuries - 37 of those were from violent acts.
- The total number of NC fatalities and violent acts has increased since 2000.
- Homicide is the third leading cause of fatal occupational injuries for NC workers.

Economic Impact of Workplace Violence

- Costs 500,000 employees *1,175,100* lost workdays each year
- Lost wages: *\$55 million* annually
- Lost productivity, legal expenses, property damage, diminished public image, increased security:
\$ billions

CULTURAL COMPETENCY

What is Cultural Competency?

A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enable them to work effectively in cross-cultural situations. Cultural competency is the acceptance and respect for difference, a continuous self-assessment regarding culture, an attention to the dynamics of difference, the ongoing development of cultural knowledge, and the resources and flexibility within service models to meet the needs of minority populations (Cross et al., 1989).

Davis (1997) operationally defines cultural competency as the integration and transformation of knowledge, information, and data about individuals and groups of people into specific clinical standards, skills, service approaches, techniques, and marketing programs that match the individual's culture and increase the quality and appropriateness of health care and outcomes. Cultural competency does not refer to the establishment or maintenance of diversity per se. The concept of competency is not related to numbers of representation, either in clients or in service providers. Competency refers more explicitly to folkways, mores, traditions, customs, formal and informal helping networks, rituals, dialects, and so forth. In these areas, knowledge about various cultures and the development of specific skills and attitudes in providing services in a manner consistent with the client's needs are essential.

Why is Cultural Competency Important?

The cultural appropriateness of mental health services may be the most important factor in the accessibility of services by people of color. Developing culturally sensitive practices can help reduce barriers to effective treatment utilization.

Rapport building is a critical component of competency development. Knowing whom the client perceives as a "natural helper" and whom he/she views as traditional helpers (such as elders, the church) can facilitate the development of trust and enhance the individual's investment and continued participation in treatment.

America's population is not only growing, it is changing dramatically. Texas is no exception, being one of the most diversely populated states in the country. Shifts in ethnic diversity are not just about numbers, but also the impact of cultural differences. New approaches are needed in service delivery to address cultural differences among clients.

As managed care processes extend into the public sector through Medicaid and Medicare, the need to identify a relevant conceptual framework to guide service design and delivery becomes even more evident.

Essential Knowledge, Skills, and Attributes to Developing Cultural Competence

Ensuring the provision of culturally competent services to clients places a great deal of responsibility upon the mental health professional. There are a number of generally expected levels of knowledge, skills and attributes that are essential to providing culturally competent mental health and substance use disorder services.

Knowledge

- Knowledge of clients' culture (history, traditions, values, family systems, artistic expressions), age, gender, sexual orientation, spiritual beliefs, and socioeconomic status.
- Knowledge of the impact of racism and poverty on behavior, attitudes, values, and disabilities.
- Knowledge of the help-seeking behaviors of ethnic minority clients.
- Knowledge of the roles of language, speech patterns, and communication styles in different communities.
- Knowledge of the impact of the social service policies on clients of color.
- Knowledge of the resources (i.e., agencies, persons, informal helping networks, research) available for ethnic minority clients and communities.
- Recognition of how professional values may either conflict with or accommodate the needs of clients from different cultures.
- Knowledge of how power relationships within communities or institutions impact different cultures

Professional Skills

- Ability to communicate accurate information on behalf of culturally different clients and their communities.
- Ability to openly discuss racial and ethnic differences/issues and to respond to culturally based cues.
- Ability to assess the meaning that ethnicity has for individual clients.
- Ability to discern between the symptoms of intra-psychic stress and stress arising from the social structure.
- Interviewing techniques that help the interviewer understand and accommodate the role of language in the client's culture.
- Ability to utilize the concepts of empowerment on behalf of culturally different clients and communities.
- Ability to use resources on behalf of ethnic minority clients and their communities.
- Ability to recognize and combat racism, racial stereotypes, and myths among individuals and institutions.
- Ability to evaluate new techniques, research, and knowledge as to their validity and applicability in working with people of color.

Personal Attributes

- Personal qualities that reflect "genuineness, empathy, no possessiveness, warmth," and a capacity to respond flexibly to a range of possible solutions.
- Acceptance of ethnic differences between people.
- A willingness to work with clients of different ethnic backgrounds.
- Articulation and clarification of the worker's personal values, stereotypes, and biases about his/her own and others' ethnicity and social class. Recognize the ways that these views may accommodate or conflict with the needs of clients from different cultures.

Communication is the Key

Obviously, the most fundamental function of any therapeutic session is communication. We all use verbal and non-verbal ways of expressing ourselves that have been influenced by the culture in which we were raised. These styles can vary dramatically for people from other backgrounds. For example:

- **Personal Space:** In the United States it is common for people to stand about 3 feet apart when having a personal conversation. In other cultures, people may typically stand close, which may feel awkward to someone unfamiliar with this style.
- **Eye Contact and Feedback Behaviors:** In the United States, individuals are encouraged to look each other directly in the eye and participate actively in feedback behaviors (leaning forward, smiling, nodding, etc.). In contrast, people from other backgrounds may show respect or deference by not engaging in eye contact or participating more passively in their body language.
- **Interruption and Turn-taking Behaviors:** Most Americans have come to expect a conversation to progress linearly, while in other cultures it may be more natural for several people to be talking at once. Listening skills to deal with different turn-taking rules must be developed.
- **Gesturing:** Hand and arm gesturing can vary quite a bit in different cultural backgrounds. In general, extra gesturing should not necessarily be interpreted as excitement since it can just be an ordinary manner of communication, depending on the speaker.
- **Facial Expression:** Variance in this form of communication is also common, and again it is important to not assume that someone is cold or distressed based solely on one's own cultural experience.
- **Silence:** Americans often find it harder to tolerate periods of prolonged silence than do others from different cultures, and may try to fill it in.
- **Dominance Behaviors:** In the United States, prolonged eye contact, an erect posture, looking down at someone with lowered lids, hands or hips, holding the head high are all examples of behavior that may be interpreted as assertive or even aggressive but can vary in different cultures.
- **Volume:** Irritation often results when culturally different speakers consider differing levels of volume acceptable. It is important to remember that each individual may be reacting based on the rules learned in his/her own background and considered normal by his/her peers.
- **Touching:** Persons from cultures outside the U.S. mainstream may perceive someone as cold and aloof if there is not much touching and standing close, while the American may find someone from a different culture a bit rowdy, intrusive, or rude.

Building Community Support/Client Rapport

It is important to engage clients and families in a respectful and warm atmosphere. Be sure to pronounce names correctly. Decide if an interpreter or translator is needed. Most importantly, keep the following concepts in mind:

- Determine, given the client's cultural background, who should be present, and who is recognized as a family authority and should be included in key input about the client's current functioning.
- Briefly describe the prescribed treatment and explain the role of each participant. Acknowledge that this may differ from what the client and the family's prior experience with help-seeking would lead them to expect. Also explain confidentiality, what it does/does not cover, and how it will/will not be affected by residency and immigrant status.

- Help the client/family prioritize their problems and determine what they perceive as the important goals. What are their expectations? How will they know when the goals have been achieved?
- Assess possible problems in light of other factors, such as the need for food, shelter, and employment or stressful interactions with agencies. Provide the necessary assistance in developing and maintaining environmental supports.
- Determine the assets and resources available to the client and family. Has the client, or other family members or friends, dealt with similar problems? What cultural resources have they turned to in the past? What was the outcome? Summarize the problem as you understand it and make sure the client knows you understand it.
- Discuss the possible participation of family members in treatment. Within the family, determine the hierarchical structure as well as the degree of acculturation of the different members. Focus on the problems produced by conflicting values.
- Explain the specific treatment to be used, why it was selected, and how it will help achieve the client's goals. With the client's input, determine a mutually agreeable length of treatment.
- Discuss possible consequences of achieving the goals for the individual, family, and community.

Although Restoration Family Services, Inc. (RFS) is not suggesting that our leadership and personnel need to know everything about all cultures, we feel it is imperative that our leadership and staff members develop a basic understanding of the major values and beliefs of the people we serve and other stakeholders, especially those who may come from different cultural or spiritual backgrounds. To this end, enhanced education, and training – specifically in the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language – will be provided to all employees and board members to assist us in developing a greater awareness and sensitivity specific to the diversity of our service delivery areas. Training will also focus on the cultural and spiritual beliefs of the countries of origin, especially their views of disabilities and its causes, and the influence of culture on the choice of service outcomes and methods. Attendance at cultural competency and diversity training will continue to be documented and included in personnel files and/or training records.

OTHER TRAININGS

- **PCP Practice**
- **Reporting of Suspected Abuse/Neglect**
- **Promoting Wellness of Person Served**

EMPLOYEE GRIEVANCE PROCEDURE

Grievance and Appeal Procedures for all Personnel:

The purpose of this policy is to provide a means of communication between this organization's supervisors and employees and to establish principles of administration to ensure a prompt, orderly, and fair response to an employee's grievance or appeal.

All employees of Restoration Family Services, Inc. have a right to file a grievance or appeal. Employees may file a grievance or appeal form when they feel that their rights are being violated. Please note that under no circumstances should there be any reprisal or negative consequences toward the person filing the grievance/appeal. RFS, Inc. does request that the form is completed in its entirety.

Grievance Procedure

An employee, who believes that RFS policy has been violated to his/her detriment, has the right to file a grievance in the following manner.

- 1) The grievance should be stated in writing to his/her supervisor.
- 2) The supervisor should respond to the grievance and, if it cannot be settled during this first step, the employee can put the grievance in writing to the Office Manager who will respond within five (5) working days. The supervisor is responsible for sending a copy of the written grievance to the Office Manager at the same time that the response is sent to the employee.
- 3) If the employee grievance is not settled after the response from the supervisor, the employee may appeal to the Office Manager and to the Corporate Compliance Committee.

The action of the CEO will be final. The final decision shall be in writing and a copy will be given to the employee and placed in his/her permanent personnel file.

EMPLOYEE GRIEVANCE/APPEAL FORM

If for any reason you do not agree with Restoration Family Services, Inc. (RFS) policies or procedures, you have the right to make a grievance/appeal to RFS Human Resources Department regarding your concerns. Please note that under no circumstances should there be any reprisal or negative consequences toward the person filing this grievance/appeal. RFS does request that this form is completed in its entirety as outlined below.

Name: _____

Address: _____

City, State, Zip: _____

Department/Immediate Supervisor: _____

EMPLOYEE STATEMENT OF GRIEVANCE/APPEAL: *(Please provide a concise statement of facts, including dates, to identify the work-related problem or condition of employment, you believe to be unfair, inequitable, or a hindrance to your effective job performance. You may attach a continuation page, if necessary):*

What would you like done about this? *(Be specific as to what resolution you are seeking)*

Signature: _____

Date: _____

Date grievance was received by Human Resources Department: _____ Initials _____

Mail/Submit Form To: Restoration Family Services, Inc
Attn: Office Manager
714 Wilkins Street
Smithfield, NC 27577
(919) 938-9502 office (919) 938-9702 fax
Email: frowe@restorethefamily.org

CLIENT GRIEVANCE PROCEDURE

CLIENT GRIEVANCE POLICY:

It is the policy of Restoration Family Services, Inc. that all clients have the right to file a formal complaint to the organization if they feel that his/her rights have been violated or are dissatisfied with services/treatment provided.

Formal Complaint Procedure

CLIENT GRIEVANCE PROCEDURE

While it is the intent of Restoration to provide quality services, there may be times when you are dissatisfied with those services or have a disagreement or concerns with a staff member. You are encouraged to express your concerns, complaints, and grievances without fear of retaliation or unwarranted reduction, suspension or expulsion of services. To communicate a grievance, please take the following steps:

1. The client or legal guardian is encouraged to resolve the concern directly with the staff member. Any concern communicated by the client or the legal guardian to a staff member delivering services will be addressed in a prompt and professional manner. All complaints shall be investigated within 72-hours of the complaint being made to the agency. The agency will document the existence of the complaint as well as the resolution of the complaint.
2. The client or the legal guardian may choose to communicate the complaint directly to the staff member's direct supervisor, the QA Manager or the Clinical Supervisor.
3. If a client or the legally responsible person is not satisfied with the initial efforts to resolve the complaint, Restoration staff will provide the client or the legal guardian with an additional explanation of the formal grievance process and a Restoration grievance form. In addition, a grievance form is provided to you in this handbook.
4. Restoration staff and/or the supervisor will notify the Program Manager of the presenting complaint. This process will be carefully documented by the staff.
5. The QA Manager will contact the client or the legal guardian by responding in writing within **5 working days**, in an effort to resolve the situation.
6. If the Program Manager is not successful in resolving the complaint, he/she will provide the CEO or CEO's designee with written notification of the grievance within 2 working days at which time the CEO or CEO's designee will contact the client or legal guardian to attempt to achieve a mutual resolution within 2 working days, which will be documented. The CEO or CEO's designee also receives all written complaints mailed to the agency.
7. Similarly, if this effort is unsatisfactory to the client, the same process will be initiated to involve Restoration's QA Manager, Chief Executive Officer (CEO), or the CEO's designee, who will contact the client or legal guardian, to schedule a meeting within 5 working days. The final appeal for the client or family member is to the Client Rights Committee.
8. Decisions rendered by the CEO, or his/her designee, which will be provided in a written notification, represent final authority within the Restoration's organization. Therefore, if

resolution cannot be achieved, the CEO or CEO's designee will re-inform the client of their right to involve a third-party mediator, such as the monitoring LME and/or the Disability Rights of North Carolina (formerly GACPD) at (919) 856-2195.

9. All complaints and grievances are reviewed by the Client Rights Committee (CRC) quarterly. If the CRC determines that the complaint raises legitimate questions about the agencies policies and procedures or involves possible inappropriate behavior or inadequate job performance by a member of the staff, the complaint will be forwarded to the Chief Executive Officer.

The issues raised and remedies sought through this and all subsequent appeals are limited to those items stated in the original grievance. All client grievances shall be considered confidential and maintained separate from the client's medical record.

CLIENT GRIEVANCE/APPEAL FORM

If for any reason you do not agree with Restoration Family Services, Inc. (RFS, Inc.) policies procedures and any staff member, you have the right to make a grievance/appeal to Restoration's clinical staff regarding your concerns. Please note that under no circumstances should there be any reprisal or negative consequences toward the person filing this grievance/appeal. RFS, Inc. does request that you complete this form in its entirety.

Name: _____

Address: _____

City, State, Zip Code: _____

Program/Employee Complaining About: _____

Please state your complaint, to include names, dates, times, and locations:

What would you like us to do to address this issue?

Signature: _____

Date: _____

Mail Form To: Restoration Family Services, Inc
Attn: Quality Assurance (QA) Manager
714 Wilkins Street
Smithfield, NC 27577
(919) 938-9502 (office)
plprice@restorethefamily.org

Date grievance received by QA Manager: _____ Initial: _____

This form is also listed on the company's website: restorethefamily.org

APPENDIX A

Late Time/ Documentation Policy

The importance of the time effectiveness in the submission of documentation is crucial to the operations of Restoration Family Services, Inc. and will have a direct adverse effect on the billing and payroll process if this policy is not adhered to. The State of North Carolina requires that service documentation be processed by a specific timeframe which cannot happen when staff fails to submit documentation in a timely manner. All documentation are required to be in the EHR (electronic medical records) within 24 hours and for the SAIOP up to 48 hours.

Effective immediately, Restoration Family Services, Inc. revised policy states that any employee/contractor that fails to adhere to this policy and does not submit their documentation in the time specified in this policy will receive the following consequences:

- 1st – Coaching Meeting/pay will go on next payroll.
- 2nd – Verbal Warning/pay will go on next payroll.
- 3rd – *Written Warning/pay will go on next payroll.

In the event of an emergency and your documentation cannot be submitted by the specified time, please contact your immediate supervisor.

Your signature below confirms that you have been notified of the revisions to the Late Timesheet/Documentation Policy and that you have read, understand, and have been given a copy of the revision of the policy. The original signed copy will be included in your permanent personnel record and a copy will be given to you.

Employee/Contractor Name (Print)

Employee/Contractor Signature

Date

RFS Representative

Date

RESTORATION FAMILY SERVICES, INC.

714 WILKINS STREET

SMITHFIELD, NC 27577

(919) 938-9502 (o)

(919) 938-9702 (fax)

(919) 333-0671 (crisis line)

Email: RFS@restorethefamily.org

www.restorethefamily.org