

Case Management Ethics Guidelines and Code of Conduct Agreement

“Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”

~ SAMHSA Working Definition of Recovery, 2018.

Participant support and the evolution of the case management team into public service came from a desire to foster relationships and support for those suffering with substance use disorder and mental health challenges. It is necessary to have a high level of ethical conduct when providing a public service, especially in governmental business. Your dedication to providing this level of service is supported through this set of guidelines that reinforce our need to maintain the respect and confidence of the people we serve.

These ethical guidelines and code of conduct standards help to ensure a shared understanding of the expected behaviors of our case management team. It is imperative we ensure compliance with these expectations. All employees are expected to read and understand this agreement as well as the Longmont Public Servant Code of Conduct and Ethics and uphold them in their day-to-day activities and interactions.

As a member of the Case Management Team, I agree to the following:

Service Approach:

1. I will respect the rights, dignity, privacy and confidentiality of those I serve and will abide by my agency’s policies and related guidelines required by law. I will provide my services in a way that will ensure these requirements are met as well as ensure the participant’s safety at all times.
2. I will practice trauma awareness in my daily work. I will protect the welfare of all participants by ensuring my conduct will not constitute physical or psychological abuse, neglect, or exploitation.
3. I will utilize supervision and abide by the standards for supervision established by my agency. I will seek supervision to assist me in providing recovery-oriented services to participants.
4. I will strive to maintain a positive relationship with my supervisor and other team members, and make an effort to resolve any issues of conflict that may arise in these relationships.
5. I will maintain required documentation in all participant records making certain that records are documented honestly and accurately.

Client Relationships:

1. I understand that it is my responsibility as a case manager to safeguard the integrity of the relationship with the participants I work with and to ensure that participants have reasonable access to effective care.
2. I will not attempt to use my authority over a participant in a coercive manner to meet my own ends or in any way that promotes dependency. Instead, I will help participants to empower themselves.

3. I will not engage in dual relationships or commitments that conflict with the interest of those I serve. This includes professional relationships with family members, friends, close associates, or others whose welfare might be jeopardized by such a dual relationship.
4. I will not engage in any activity that could be construed as exploitation of current or former participants for personal gain; be it sexual, financial or social.
5. I will not engage in sexual behavior or any form of intimate activities with any current or former participant. I will not accept as participants anyone with whom I have had a sexual or intimate relationship.
6. I will not accept gifts of money or items of significant value from those I serve. I will not loan or give money to participants. I will not utilize personal or program finances to obtain items or services for participants that are against city or team policy.
7. Upon my departure from the case management team, I will not continue to engage in or maintain a relationship with participants, outside of a professional role, with whom I have worked for a minimum of two years.

Confidentiality:

1. I will not name or give information about a participant, former participant or family member except to another internal team member as required by the program or when specifically authorized by the participant. If I am uncertain whether disclosure is appropriate, I will consult with my supervisor prior to disclosing information.
2. When first discussing confidentiality, I have a duty to inform participants that intended serious harm to self or others cannot be kept confidential. I have a duty to accurately inform participants regarding the degree to which information will be shared with other team members, based on my agency policy and job description. I have a duty to inform appropriate staff members immediately about any intended serious harm to self or others or abuse from caregivers.

Humility:

1. I will remain aware of my own skills and limitations. I will not attempt to counsel current or former participants on matters outside the area of my own expertise.
2. I will help others focus on their assets, strengths, and recovery possibilities by being an advocate for their change. I will be open in sharing stories of hope while identifying the supports that help promote recovery and resilience.
3. I will embrace diversity of culture and thought as a means of personal growth for those I support and for my own professional growth. I will never deny services to any participant because of these differences. I will not discriminate against participants based on race, religion, age, gender, gender identity, disability, national ancestry, sexual orientation, or economic condition.
4. I will accept responsibility for continuing education and professional development as part of my commitment to providing quality care for those who seek my help.

Respect:

1. My primary responsibility is to help participants achieve what they want most in life based on their own needs, wants and goals. I will be guided by the principle of self-determination for each participant and I will foster self-improvement.

2. I will encourage changes in the lives of participants only on their behalf and in the interest of promoting recovery from their illness. I will not impress upon them my personal values and/or belief systems. I will never intimidate, use undue influence, or make unwarranted promises of benefits to our participants. I will help participants to empower themselves.
3. I recognize the potential impact I have on my participants and community and that my actions reflect upon the entire Case Management Team. I will serve as a responsible role model for participants with respect to my own personal use of alcohol and other mood-altering drugs as well as to my own recovery.
4. I will advise informally and respectfully, any colleague, to potentially unethical behavior so they can make corrective actions.

Honesty & Integrity:

1. I will tell the truth and when wrong, I will promptly admit it.
2. I will realize and seek guidance in terminating the relationship between Case Management and the participant when it is reasonably clear that the participant is not benefitting from our relationship, and I will make appropriate referrals accordingly.
3. As a professional, if I find that my own recovery journey is compromised and interferes with my ability to provide support to my participants, I will reach out to my direct supervisor to advise them. I will engage in my own self-care until such time that I am once again capable of providing professional care. I am aware that the city offers professional services through the EAP, City Peer Support and Clinical Psychologist. These services are available to me at any time.
4. I will contact my supervisor immediately with any perceived role conflict, ethical issue, or possible conflict of interest. When I am aware of a violation of an ethical guideline by myself or a peer, I will report the violation to the appropriate supervisor.

Violations of any of the guidelines or standards contained herein are grounds for disciplinary action which may include but is not limited to a written reprimand, suspension from participant services, or termination of employment.

Any questions regarding this document can be addressed with your direct supervisor. Signed acknowledgement of this set of standards as well as the Longmont Code of Conduct will be located in your personnel file.

I have received, read and understand the Case Management Ethical Guidelines and Code of Conduct Agreement.

Signature of Case Management Employee

Date

Print Name: _____