

CENTRAL STATE HOSPITAL
POLICY

SUBJECT: **Relationships Between Central State Hospital (CSH)**
Employees and Consumers

ANNUAL REVIEW MONTH: September

RESPONSIBLE FOR REVIEW: Risk Management Director

LAST REVISION DATE: January 2008

I. POLICY:

A. PURPOSE:

Each employee of Central State Hospital (CSH) is expected to be courteous, friendly and helpful in all dealings with consumers. Employees will avoid any dealings or relationships deemed inappropriate or unnecessary to the maintenance of a correct employee/consumer status. For the purpose of this policy, the term “employee” shall be construed to mean any person providing services to clients, whether paid or unpaid, such as students, volunteers, or those paid by other organizations or persons.

B. DEFINITIONS/EXPECTATIONS:

1. Financial Transactions, Gambling, and Gifts

Employees shall not engage in any of the following activities with clients:

- a. Borrowing or lending of money, or anything else of value.
- b. Purchasing or selling of food, beverages, services, or articles of value.
- c. Taking of money or anything else of value by trickery, deception, or theft.
- d. Gambling or wagering.
- e. Giving or receiving of gifts.

2. All Visits And Temporary Leaves By Clients To Homes Of Employees

All visits and temporary leaves by clients to homes of employees are prohibited. An employee who is related to a client, such as spouse, parent, sibling, adult son, daughter or guardian, may be exempt from the rules relating to employees and will be treated as a relative.

3. Encouraging Or Aiding Clients In Inappropriate Actions

Employees shall not encourage or aid a client in leaving without consent, in avoiding prescribed treatment, in violating applicable rules or laws, or in any other inappropriate action which could result in harm to anyone.

4. Personal Affairs Of Clients

Employees shall not enter into the personal affairs of a client or his/her family except to the extent necessary in the admission, diagnosis, treatment, and release of the client.

5. Personal Relationships With Clients

Employees shall not become overly familiar or intimately involved with clients on a personal basis and are strongly discouraged from doing so after the client's discharge. A certain professional detachment shall be maintained at all times.

Employees shall treat clients with dignity and respect and shall not physically or verbally abuse them.

Employees who currently have clients receiving their professional services at the hospital are strongly discouraged from providing professional services to them upon release/discharge until a reasonable amount of time has elapsed.

Employees are also strongly discouraged from providing professional services to former clients where such services would appear to result in profit to the employee due to his/her employment at the hospital.

6. Confidentiality Of Client Information

Employees shall not disclose any information about an individual client or former client unless otherwise stated under another policy or code.

C. POLICY STATEMENT:

Employees should never accept any money, gifts or gratuity of any kind from a client, relatives of clients, or guardian/representative of a client. If such an offer is made, the employee should politely refuse but explain that donations for clients should be made to the Patient Benefit Fund, and that donation for employees may be made to the CSH Foundation Inc. Any allegations of this type of misconduct will require a Critical Incident Report and will be investigated by the CSH Police Department and the Compliance Office.

APPROVED:

This policy was approved by the CMO and CEO in April 2008.