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Volunteer Policy Packet

Welcome to Christian Family Care. Please take a moment to review the information included in this packet. This packet contains information that will be helpful as you serve at CFC.

Volunteer is to retain this packet

POLICY NUMBER: 3.11 (*Last updated 11/16/2021*)

SERVICE APPLICABLE TO: All

Policy Topic: **CONFIDENTIALITY**

Purpose: To protect individuals' privacy and confidentiality.

Policy: CFC shall hold all client information, including Protected Health Information (PHI), as confidential and not release or disclose to any party except those to whom the agency has legal written authorization to release.

PROCEDURES:

When CFC receives a request for confidential information about a client, or when the release of confidential information is necessary for the provision of services, prior to releasing such information, CFC shall:

- a. determine if the reason to release information is valid;
- b. obtain informed, written authorization to release the information from the client and/or parent or legal guardian, as appropriate, using the appropriate CFC release form for the situation; and
- c. maintain each authorization of consent in the case record and provides a copy to the client and/or parent or legal guardian.

All CFC employees, board members, interns, volunteers, and consultants, as it pertains to their assigned roles, shall:

1. Adhere to approved practices and laws to maintain the reasonable confidentiality and privacy of their relationship with clients, and to safeguard clients; and to safeguard clients from the unauthorized disclosure of Protected Health Information (PHI) given in the professional relationship. "Minimum necessary" will be considered in the sharing of any client information.
2. Inform clients of their right to confidentiality and privacy as part of the intake process, including making available to them a copy of the CFC Notice of Privacy Practices.

3. Comply with mandatory reporting requirements and may release confidential information to law enforcement, Arizona Department of Child Safety (DCS), Adult Protective Services and to persons who may be at risk of physical harm by the client.
4. Obtain prior written and informed consent from the client before video or audio recording a client session. Such recordings must have supervisory approval.
5. Obtain written consent from the person served, or legal guardian, prior to photographing, audio or video recording for public relation purposes.
6. Obtain written consent from the person served, or legal guardian, prior to using identifiable information, photographs or video for public relations purposes.
7. Confirm established procedures governing "release of confidential information" before disclosing any confidential case record information.
8. Be obligated to disclose information when the client requests, but only the information that is specifically requested and only to the individuals or agencies that are specified by the client. No third-party information may be disclosed, unless required by the state contract for the purposes of foster care licensing or adoption certification.
9. Maintain a copy of the Release of Information form in the case record. Unless revoked, the release will expire in (1) year from the date signed.
10. Shall only access client information that pertains to assigned job duties.
11. Refrain from gossip and other non-professional discussion of individuals and records.

Also Refer to: CFC Notice of Privacy Practices – Form #9020
 Laws for Mandatory Reporting of Abuse or Neglect (in Counseling Manual)
<http://www.azleg.gov/ars/13/03620.htm>
 CFC Release of Information forms
 CFC Policy 3.7 – Client Rights
 CFC Policy 3.9 – Client Grievances
 CFC Policy 3.12 – Duty to Warn/Protect
 CFC Policy 4.5 – Subpoenas
 CFC Policy 4.4 – Release of Confidential Information
 CFC AG-8 – Personnel Records
 CFC AG-14 – Handling of Resumes/Job Applications

CFC Policy 3.11 is available in Spanish

POLICY NUMBER: 1.14 (*Last updated 12/20/2022*)

SERVICE APPLICABLE TO: All employees, interns, and volunteers (the term “staff” is used with respect to all throughout this document)

Policy Topic: HEALTH, SAFETY AND WELFARE

Purpose: To promote the health, safety and welfare of CFC staff and clients in a setting free from harassment and violence.

Policy: CFC shall implement procedures to promote the health, safety and welfare of clients and staff on CFC premises, in CFC resource homes, and on CFC sponsored outings or other agency-sponsored activities. All the foregoing procedures shall, at a minimum, fulfill all relevant State and Federal regulations, consistent with the guiding principles

of this agency. CFC shall train or brief all employees, interns, and volunteers, as appropriate, about such procedures.

PROCEDURES:

1. It is the responsibility of each employee to read and follow the Risk Management Program Guide, found on the CFC intranet site, as part of their new employee orientation.
2. CFC has a no smoking policy within any CFC facility which includes the prayer garden on the east side of the Phoenix office. At preschool locations, smoking is also prohibited outside of entrances, in outdoor play areas and in program vehicles.
3. CFC prohibits the possession of weapons on any CFC premises, except by qualified security and law enforcement.
4. Each CFC office location shall conduct and document quarterly fire drills, which includes actual evacuation of all staff and clients. Preschools shall conduct fire drills monthly.
5. Each CFC facility shall have an adequate number of fire extinguishers as required by the Fire Marshal in the annual permit process.
6. Each CFC facility shall request an annual fire inspection report from the city fire department.
7. Each CFC facility shall conduct and document monthly safety inspections.
8. Each CFC facility shall keep a stocked first aid kit on the premises. Each facility shall inventory the contents, document the contents, and replenish missing items in the first aid kit on a regular basis. An unopened kit will be kept in the Phoenix Welcome Center.
9. All staff shall follow Administrative Guideline #24 - Incident Reports in reporting any incident when it happens, including off-premises work-related auto accidents involving a staff member or client.
10. All employees and interns shall be fingerprinted as a condition of employment/internship. Volunteers are fingerprinted on an as-needed basis, depending on their area of responsibility. All volunteers who work with clients/students and/or client information must be fingerprinted. As part of the hiring process, employees and interns are provided with the information needed to have their fingerprints taken and are asked to do so within 5 business days of employment. A waiver (CFC Form #9078) is signed by the employee to help them understand the condition of employment, if a denial of fingerprint card is received from the Arizona Department of Public Safety.
11. All employees and interns shall be tested for tuberculosis (TB) as a condition of employment, at initial hire/service, only. As part of the hiring process employees and interns are provided with the information needed to have their tuberculosis test done and are asked to do so within 30 days of employment. (TB testing is not required for volunteers except those who volunteer in the preschool.) It is explained to the employee/intern that a negative TB test is required as a condition of employment. If a positive reading is the result, the person is asked to have a chest x-ray. Upon notice by the Department of Health that a TB outbreak is being reported within the county where a CFC office is located, at that time, all employees, interns, and volunteers who have contact with agency children shall be tested. Should those employees test positive, all other staff shall be tested.
12. All staff shall practice good housekeeping to keep his/her office, classroom, and the common areas neat, clean, and safe.
13. All staff shall follow security procedures to ensure doors are secured and the alarm is set when closing the facility.
14. All staff shall either correct or report unsafe situations to their supervisor as quickly as possible.

15. All CFC facilities are substance abuse-free. All staff shall read and follow the Substance Abuse policy as outlined in the CFC Employee Handbook, available on the CFC intranet site.
16. CFC policy prohibits harassment based on an employee or client's race, religion, creed, color, national origin, age, gender, marital status, sexual orientation, or the presence of a physical, sensory, or mental disability. All CFC employees shall read and follow the policy on harassment prohibitions as outlined in the CFC Employee Handbook, available on the CFC intranet site.
17. Whenever possible, CFC employees shall adhere to the safety practice of not being in a CFC facility alone—either before or after regular operating hours. Any exceptions must be submitted to and approved by the employee's supervisor and Program/Department Director prior to the employee being in a CFC facility alone. A volunteer or intern is never to be alone in a CFC facility.
18. CFC shall review any incident or practice, reported in good faith by a staff person (as defined in ARS Title 32 Chapter 32 Article 1, sec. 32-3201), concerning a policy or practice that the person believes violates professional standards or is against the law; or poses a substantial risk to health, safety, or welfare of a client. A CFC Incident Report shall be filed. The report shall be investigated by the VP of Social Services or the VP of Community and Human Flourishing, and the results and action taken shall be reported to the VP of Operational Excellence and Efficiency, the President, and Risk Management Committee. No retaliatory action, such as termination or other adverse action, shall be taken against the staff person's employment because he/she has made a report. Reasonable measures shall be taken to maintain confidentiality of the health professional providing the information.
19. All direct practice staff who have direct contact with children, preschool staff and Welcome Center/front desk staff shall be required to participate in an outcome-based de-escalation training course which includes positive behavior support. See Policy 3.15 for more information.
20. All direct practice personnel, preschool staff and Welcome Center support staff must be trained in CPR/First Aid within the first six months of hire and renew this certification prior to the expiration date. Individuals must be trained on a valid site with a certified instructor and demonstrate with the instructor their competency in providing CPR (Cardiopulmonary Resuscitation).
21. This policy does not apply to thrift store facilities.

Also refer to: CFC Form #9078 – Fingerprint Requirement Verification
 CFC Form #9004 – Incident Report
 Program Specific Incident Report form in extendedReach
 CFC TB Test Requirement Verification form
CFC AG-24 – Incident Reports
 CFC AG-36 – Annual Risk Prevention Management Report
 CFC Policy 3.15 – Behavior Management
 CFC Risk Management Program Guide
CFC Policy 1.14 available in Spanish

COA Cross Reference: ASE; RPM 1; RPM 2; and ECE 5.17

POLICY NUMBER: **2.9 (Last updated 3/31/2021)**

APPLICABLE TO: All Staff, Volunteers, Consultants, and Interns

Policy Topic: **CLIENT MALTREATMENT REPORTING**

Purpose: To ensure appropriate client/staff interactions.

Policy: To ensure a safe environment for all clients.

PROCEDURES:

According to Arizona Revised Statute 13-3620, "Any person who reasonably believes that a minor is or has been the victim of physical injury, abuse, child abuse, a reportable offense or neglect that appears to have been inflicted on the minor by other than accidental means or that is not explained by the available medical history as being accidental in nature or who reasonably believes there has been a denial or deprivation of necessary medical treatment or surgical care or nourishment with the intent to cause or allow the death of an infant who is protected under section 36-2281, shall immediately report or cause reports to be made of this information to a peace officer, to the department of child safety or to a tribal law enforcement or social service agency for any Indian minor who resided on an Indian reservation, except if the report concerns a person who does not have care, custody or control of the minor, the report shall be made to a peace officer only."

Staff shall follow CFC Administrative Guideline 24 - Incident Report - Programs procedures for further reporting and documentation.

If a staff member witnesses maltreatment or neglect of a client, or is informed of alleged maltreatment or neglect of a client, and does not report the incident, according to Policy 3.12- Duty to Warn/Report and AG-24 - Incident Reports - Programs, the following disciplinary action shall occur:

1. The first incident of such shall result in a first written notice and filed in the staff member's personnel file. The staff member may be put on administrative duty during an investigation or may be given notification of discharge due to the severity of the situation. If, after an investigation, allegations are confirmed, a corrective action plan will be put into place.
2. The second incident of such shall result in a second written notice, indicating a more severe warning to the staff member (such progressive notices(s) may or may not relate to the same violation). The staff member will be placed on administrative leave or may be given notification of discharge due to the severity of the situation. If allegations are confirmed the staff member will be terminated.
3. Upon notification that the staff failed to report the maltreatment or neglect the designated staff will immediately report the child maltreatment to the DCS Hotline.

If a staff member is the alleged perpetrator of maltreatment or neglect of a client, an administrative incident report shall be filed by their supervisor within 24 hours and the following disciplinary action shall occur.

1. Maltreatment or neglect of a client shall not be tolerated. If such an incident were to occur, the staff member would be put on immediate suspension until a thorough investigation can occur. Once the investigation has taken place, the decision as to continue or terminate employment shall be made. If the investigation exposes maltreatment and/or abuse of a client by the staff member, immediate termination shall take place and be reported to the appropriate authorities.

2. Any incident that involves alleged client maltreatment or neglect on the part of a staff member shall be investigated according to the incident report process outlined in Administrative Guideline AG-24.

Also refer to: Policy 1.16 – Professional Practices
Policy 3.12 – Duty to Warn
AG-15 – Employee Separation Process
AG-24 – Incident Reports-Programs
AG-24 – Incident Reports-Administration

CFC Form 9004 – CFC Incident Report
CFC Form 9054 – CFC Disciplinary Action Form
CFC eR Form – Incident Report

POLICY NUMBER: 3.12 (*Last updated 6/28/2021*)

SERVICE APPLICABLE TO: All Staff and Resource Parents

Policy Topic: DUTY TO WARN/PROTECT

Purpose: To protect potential victims from abuse, neglect, abandonment, or harm in response to a communicated threat.

Policy: CFC shall endeavor to protect the safety of potential victims when an explicit threat of imminent serious physical harm or death to a clearly identified or identifiable victim(s) has been communicated to CFC staff. CFC shall take measures consistent with applicable legal requirements to warn the intended victim(s).

STAFF PROCEDURES:

1. Staff shall immediately notify his/her supervisor of a communicated threat. The supervisor shall inform their manager and/or director who will inform the Chief Programs Officer.
2. Staff shall warn an identified or identifiable individual if a client communicates to said staff member a threat of imminent serious physical harm or death to the identified or identifiable individual, and the client has the apparent intent and ability to carry out the threat.
3. Staff and/or supervisor shall immediately make a report to DCS [877-SOS-CHILD], or Adult Protective Services (APS) [877-SOS-ADULT] and/or law enforcement when there is reasonable cause to believe that a child under 18 or an adult has been abused, neglected or abandoned.
4. Staff shall notify a law enforcement agency, in the vicinity where the client or any clearly identified or identifiable potential victim(s) resides, of an explicit threat of imminent serious harm or death.
5. Staff shall, if appropriate, take steps to initiate proceedings for voluntary or involuntary hospitalization of the client who made the threat.
6. Staff shall document all relevant information within 24 hours of the event, using the appropriate Incident Reporting Form within extendedReach, and send the Incident

Report to the appropriate agencies (see AG-24 Incident Reports - Programs) within 24 hours.

7. A safety plan, when appropriate, shall be developed to prevent recurrence of the abuse in substantiated cases.

RESOURCE PARENT PROCEDURES:

1. The resource parent shall warn an identified or identifiable individual if a client communicates a threat of imminent serious physical harm or death to the identified or identifiable individual, and the client has the apparent intent and ability to carry out the threat.
2. The resource parent shall immediately make a report to DCS [877-SOS-CHILD], and/or law enforcement when there is reasonable cause to believe that a child under 18 or an adult has been abused, neglected, or abandoned.
3. The resource parent shall notify a law enforcement agency, in the vicinity where the client or any clearly identified or identifiable potential victim(s) resides, of an explicit threat of imminent serious harm or death.
4. The resource parent shall immediately notify his/her Foster Family Specialist of a communicated threat. The specialist shall inform their supervisor.
5. The resource parent shall document all relevant information within 24 hours of the event, using the Incident Reporting Form within extendedReach, and send the Incident Report to the appropriate agencies (see AG-24) within 24 hours.

COA Cross Reference: TS 2.01; CR 2.02

Also refer to: CFC AG-24 – Incident Reports - Programs
CFC AG-30 – Protection of Child/Adult Victims of Abuse or Neglect
ARS 36-517.02

POLICY NUMBER:

3.15 (Last Updated 1/31/22)

SERVICE APPLICABLE TO:

All Staff; Mentors; Resource parents licensed or certified to provide services to children: Regular Foster homes, Therapeutic Foster homes, (DCS) Department of Child Safety Adoptive homes, and Host Families.

Policy Topic:

BEHAVIOR MANAGEMENT

Purpose:

CFC's culture promotes respect, healing, and positive behavior, and provides service recipients with the support they need to manage their own behaviors without the use of restrictive behavior management techniques.

Policy:

CFC prohibits the use of restrictive behavior management interventions.

CFC shall follow the Arizona Administrative Code (AAC R21-6-308D) in training staff, mentors, and resource parents in specialized behavior management techniques regarding de-escalation of clients during a crisis. Emphasis shall be placed on promoting the safety of the individual client/student and others involved, directly or indirectly.

Any corporal punishment, seclusion, mechanical or chemical restraint (see definitions at the end of this document) or escorting of clients is **strictly prohibited**.

CFC's mission statement is "*Strengthening families and serving at-risk children in the name of Jesus Christ.*" When adopting guidelines and policies on behavior management, our focus is on children who are hurting and endeavoring to provide a safe, secure, and nurturing home. In this environment children who have experienced adversity have the best opportunity to learn and manage their behaviors while being a part of a supportive family environment.

CFC encourages staff, mentors, and resource parents to:

- Develop positive relationships with clients.
- Build on strengths and reinforce positive behavior.
- Respond consistently to all incidents which impact the welfare and safety of clients.

The following are approved interventions and practices from the CPI (Crisis Prevention Institute) Verbal Intervention Training available to our direct practice staff, resource families, and mentors. This training is a required training for all CFC Therapeutic Foster Parents. This training reinforces a "hands-off" intervention approach.

Approved Practices/Interventions:

- Identifying possible causes of behavior (precipitating factors)
- Making a positive impact
- Taking a supportive stance
- Using nonverbal cues to promote safety
- Listening with empathy
- Downplaying challenging questions and sticking to the original topic
- Allowing clients to vent in a safe environment
- Setting appropriate and realistic limits
- Using supportive and directive approaches
- Coordinating a collaborative approach with staff
- Creating and maintaining rapport.

Additional Prohibited Discipline Practices/Interventions:

- the use of aversive stimuli;
- interventions that involve withholding nutrition or hydration, or that inflict physical or psychological pain;
- the use of demeaning, shaming or degrading language or activities;
- forced physical exercise to eliminate behaviors;
- unwarranted use of invasive procedures or activities as disciplinary action;
- punitive work assignments;
- punishment by peers; and
- group punishment or discipline for individual behavior.

All CFC staff and mentors shall, also, adhere to the following regulations:

1. Recognize that many service recipients are the victims of physical abuse and that it is vital to use non-physical means to help them develop acceptable behavior and self-regulation. Adhere to CFC Policy 1.14 – Health, Safety, and Welfare, AG-24 Incident

Reports, and AG-31 Emergency Safety Response Procedure Debrief, in reporting a violation of this policy and its procedures.

2. CFC Policy 1.16 – Professional Practices, as it relates to this policy and its procedures.

DCS foster, adoptive families, and mentors shall adhere to the behavior management guidelines (AAC R21-6-308D) which is outlined in the Arizona Foster Parent Handbook/ Go-To Guide and the DCS Discipline Guidelines for Children in Out of Home Care Resource Book.

A copy of this policy is available to clients, their parents, or legal guardians, at admission, if requested. CFC informs clients, parents or legal guardians of strategies used to maintain a safe environment and prevent the need for restrictive physical management interventions.

NOTE: For the purposes of this policy, the following definitions apply -

"Chemical restraint" is defined as the use of a psycho-active medications as a restraint to control the child's behavior or restrict the child's freedom of movement that is not a standard treatment for the child's medical or psychiatric condition. (A.R.S. § 8-501(A)(15)(b)(i))

"Physical restraint" as defined by (A.R.S. § 8-501(A)(15)(b)(iii)), means applying physical force to reduce or restrict a child's ability to freely move the child's arms, legs, or head. Physical restraint does not include temporarily holding a child to permit the child to participate in activities of daily living if this holding does not involve the risk of physical harm to the child.

"Mechanical restraint": A mechanical restraint is an article, device, or garment that:

- a) Restricts a foster child's mobility, freedom of movement, or the movement of a portion of a child's body;
- b) Cannot be removed by the foster child;
- c) Does not include an orthopedic, surgical, or medical device that allows a foster child to heal from a medical condition or to participate in a treatment program. AAC R21-6-308 (B) (6)

"Seclusion" means placing an individual in a room by themselves that they are then prevented from leaving, either by a locked door or staff preventing them from leaving. Seclusion is prohibited by AAC R21-6-308 (B) (4). **NOTE: Seclusion of any kind is not allowed in any CFC facility or resource home.**

Also refer to:

CFC AG-12 – Critical Incident Debriefs
CFC AG-24 – Incident Reports – Programs
CFC AG-31 - Emergency Safety Response Procedure Debrief
CFC Policy 1.14 – Health, Safety and Welfare
CFC Policy 1.16 – Professional Practices
CFC eR Form – ESR – Critical Incident Debrief

AAC R21-6-308D
AAC R21-6-326

COA Cross Reference: ASE 2.03; RPM 2.02; BSM; TS 2.06; TS 2.07; ECE 7.08; MHSU 4; FKC 1.04; MS 1.03

Referenced CFC Policies and Administrative Guidelines are available at the CFC Office or from your supervisor.