



CONFIDENTIALITY STATEMENT

I understand that as a volunteer, intern or extern of Aunt Martha's Youth Service Center, I am held to the highest level of confidentiality. Further, I understand it is my responsibility to follow any rules of confidentiality provided to me while employed by the agency. My signature below indicates that I understand that any violation of confidentiality will result in immediate disciplinary action outlined by Aunt Martha's Progressive Discipline Procedure.

CODE OF ETHICS

I understand that as a volunteer, intern or extern of Aunt Martha's Youth Service Center, I must adhere to the Code of Ethics. I also understand that I am bound by any other professional code of ethics I will immediately inform my supervisor and the Human Resources Department. My signature below indicates that I understand that any violation of the Code of Ethics will result in immediate disciplinary action outlined by Aunt Martha's Progressive Discipline Procedure.

SEXUAL HARASSMENT STATEMENT

I understand that as a volunteer, intern or extern of Aunt Martha's Youth Service Center, I must adhere to the Sexual Harassment Policy. My signature below indicates that I understand that any violation of the Sexual Harassment Policy will result in immediate disciplinary action outlined by Aunt Martha's Progressive Discipline Procedure.

CULTURAL AWARENESS POLICY

I understand that as a volunteer, intern or extern of Aunt Martha's Youth Service Center, I must adhere to the Cultural Awareness Policy. My signature below indicates that I understand that any violation of the Cultural Awareness Policy will result in immediate disciplinary action outlined by Aunt Martha's Progressive Discipline Procedure.

Name (print)

Signature

Date

Aunt Martha's youth Service Center, Inc.

Code of Ethics

Preamble

Aunt Martha's Youth Service Center has provided this Code of Ethics in order to clarify the organizational expectation that employees, Licensed Independent Practitioners, volunteers, and student interns maintain an environment of professional and ethical behavior. Specifically, the Code of Ethics is intended to provide guidelines for professional and ethical behavior in making judgements, delivering services and working with colleagues. The decisions required by the Code of Ethics must depend on common sense and sound professional judgment. In situations in which there is a possibility that an activity may be in conflict with the Code of Ethics, the individual is responsible for weighing all the information available, considering alternatives, and choosing an appropriate, balanced course of action that is compatible with the client's best interests and that is consistent with the Code of Ethics spirit and intent.

In addition, the Code of Ethics provides parameters for the organization in carrying out all business practices to further ensure that the professional and ethical treatment of our clients and communities are maintained.

Responsibilities of the Individual to the Client

Employees shall avoid any action which might result in, or create the appearance of:

- A. Giving preferential treatment to any person based on family relationship, personal relationship, race, creed, national origin, gender, sexual orientation, religion, marital status, political beliefs, mental or physical handicap, or any other personal characteristics;
- B. Engaging in a sexual relationship with a client or client's family member;
- C. Engaging in sexual harassment with a client or client's family member;
- D. Imposing one's own cultural, political or religious values which may inhibit the client's self-determination.

Aunt Martha's staff, full and part time, LIPs, volunteers, and student interns will abide by the guidelines of confidentiality as established in the agency's Confidentiality and Respect for Privacy policy in the Policy Manual. Specific expectations include:

- A. Informing clients, through reviewing client rights and responsibilities and obtaining informed consent, about the limits of confidentiality in a given situation, the purposes for which information is obtained, and how it may be used;
- B. Avoiding discussion of client's cases with those individuals who do not have a professional interest in the case.

Aunt Martha's staff, full and part time, LIPs, volunteers, and student interns will convey an attitude of respect, fairness, courtesy, honesty, openness, and responsiveness to clients. Staff will advocate for the protection of clients and deliver services which emphasize self-determination. A client/caregiver relationship will be terminated when it is reasonably clear a client is not benefiting from the relationship.

The Agency staff will ensure that clients are made aware of the Agency's admission, transfer and discharge criteria. Clients cannot be denied on going services if they meet the stated criteria and the program has the capacity to service the client at the time of inquiry. Clients will not be denied services to any program based on race, creed, national origin, gender, sexual orientation, religion, marital status, political beliefs, family relationships, personal relationships, physical or mental handicap, or any other personal characteristic. Clients will not be denied services based solely on the inability to pay. Any

recommendations for referral, transfer, or termination of services will be discussed with the client prior to the discontinuation of services. Clients can access the grievance process to resolve any conflict.

Clients and Contracting Organizations are only billed for those services which are actually delivered. Fee scales and billing options are discussed with clients prior to admission. The Agency will provide all necessary documentation to support the rendering of a service. Clients can receive itemized bills, review billing statements and receive billing account history upon request. Requests will be thoroughly reviewed and any errors will be rectified as indicated. Clients can access the grievance process to resolve any conflict.

Upon intake all clients are informed of their rights and responsibilities. Necessary consent will be obtained before services are delivered. All clients will be informed about restrictions related to services including service availability, frequency, duration and limitations of services based on each client's needs, as well as the nature and goals of care. Clients will also be informed about their right to access the grievance process related to decisions regarding admission, ongoing services, transfers, discharges, and billing.

In the event that an Aunt Martha's client requests an outside referral for services that are provided by Aunt Martha's, no current Aunt Martha's staff person, full or part time, LIP or volunteer can be named as a referral for private counseling without prior written consent of the Agency by the Executive Director.

Treatment to clients is to be provided in that least restrictive manner as possible and should avoid excessive, arbitrary or otherwise undue restrictions on the activities of clients. Reasonable restrictions shall only be employed when more positive and less intrusive alternatives are either exhausted or would be clearly ineffective.

Responsibilities of the Individual to Colleagues

Employees should avoid any action which might result in, or create the appearance of:

- A. Engaging in sexual harassment of an employee, colleague, or volunteer;
- B. Engaging in a sexual relationship with an individual over which the employee has direct supervisory authority.

Aunt Martha's staff, full and part time, LIPs, Volunteers, and student interns will convey an attitude of respect, fairness, and courtesy to create and maintain conditions that facilitate ethical and competent professional performance by colleagues, as well as themselves.

Responsibilities of the Individual to the Agency

Employees should avoid any action which might result in, or create the appearance of:

- A. Making official decisions outside agency official channels;
- B. Manufacturing, distributing, dispensing, illegally transferring, possessing, using or being under the influence of a controlled substance or alcoholic beverage in the workplace or while on duty. (See Drug Free Work Place in Personnel Policies)

Aunt Martha's staff, full and part time, LIPs, volunteers, and student interns shall not use the name of Aunt Martha's Youth Service Center when engaging in partisan political participation.

Any prospective employee of Aunt Martha's shall disclose the existence of any relationship with an employee of the Agency. The hiring of a relative of any current employee must be approved by the Executive Director, in writing, prior to an offer of employment being made.

Aunt Martha's staff, full and part time, LIPs, volunteers and student interns, who engage in any business professional or otherwise, outside Aunt Martha's may not use their relationship with Aunt Martha's clients or client's families for contacts which would result in financial gain.

Aunt Martha's staff, full and part time, LIPs, volunteers, and student interns, who engage in any business professional or otherwise, outside of Aunt Martha's shall not utilize work time to complete duties, make contacts, etc. related to the outside business.

No Aunt Martha's staff, full and part time, LIPs, Volunteers, and student interns shall engage in private practice counseling, or related services without prior written approval of the Executive Director.

All staff, full and part time, LIPs, Volunteers, and student interns shall not provide services in their private practice to clients and/or families of clients who have contacted Aunt Martha's for services without prior written approval from the Executive Director.

All staff, full and part time, LIPs, Volunteers, and student interns who shall be permitted to maintain a private practice or related services shall annually disclose to the Executive Director, in writing, during the month of January, the nature and extent of their private practice.

No staff member, full and part time, LIPs, Volunteers, and student intern, while employed or upon departure from the Agency shall remove proprietary materials (i.e. Agency developed software, quality assurance manuals, training materials, grant proposals, etc.) without prior consent.

Responsibilities of the Organization

The organization shall:

- A. Enforce any and all Federal and State laws against discrimination. Any infractions will be thoroughly investigated and appropriate discharge will be administered.
- B. Set fees that are fair, reasonable and commensurate with the services performed and with consideration for the client's ability to pay. A client's inability to pay shall not be a determining factor in their admission or discharge from services.
- C. Make available, upon request, the names of all members of the Agency's Board of Directors or succeeding controlling parties.
- D. Enter into a contractual agreement with a provider of services only after the Aunt Martha's Board of Directors or its designee has reviewed the proposed relationship. The proposal can be accepted or rejected based upon the best interests of the organization, community, and clients served. Persons having a potential conflict of interest in the proposal will be fully disclosed prior to the proposal being accepted or rejected.
- E. Ensure all marketing materials reflect only the services available and the level of licensure and/or accreditation.
- F. Ensure that all programs maintain accurate client files which meet the criteria set by the program contacting agencies or other funders.
- G. Uphold its mission, vision, and guiding principles in its everyday practice.
- H. Provide orientation, core curriculum training and ongoing internal and external resources for growth and development of staff, volunteers and student interns.
- I. Evaluate the code of ethics regularly to ensure relevancy and modify according to the changing needs of the clients, community and growth of the organization.

*A Licensed Independent Practitioner (LIP) is any person permitted by Illinois law to provide care without direction or supervision, as long as it is within the scope of their license or certification. LIPs employed or under contract with Aunt Martha's include physicians, nurse practitioners, licensed clinical social workers, licensed clinical professional counselors, psychologists, pharmacist and nutritionist.

Aunt Martha's Confidentiality Statement for Volunteers and Interns

As an intern or Volunteer, I may have access to agency information that is confidential, included but not limited to the identity of clients receiving services. This information may not be disclosed to anyone outside the agency unless the disclosure is pre-approved, in writing by appropriate agency personnel.

Also, documents belonging to the agency may not be shared with anyone outside the agency unless pre-approved, in writing, by appropriate agency personnel.

Agency property may not be taken off-site unless pre-approved by the appropriate agency personnel.

Agency software or materials developed as part of the contract with the agency will become the property of Aunt Martha's Youth Service Center, Inc. unless otherwise agreed in writing.

Any breach in confidentiality may result in disciplinary action as outlined by Aunt Martha's Progressive Discipline Procedure.

I understand that a breach in confidentiality may also lead to further action as punishable by law.

This confidentiality statement is valid upon the date it is signed and shall renew automatically from year to year.

The agreement to maintain confidentiality will continue in perpetuity unless waived in writing.

My signature indicates that I have read this Confidentiality Statement as well as the Aunt Martha's Code of Ethics and Sexual harassment Policy, and I understand the content and meaning of each document.

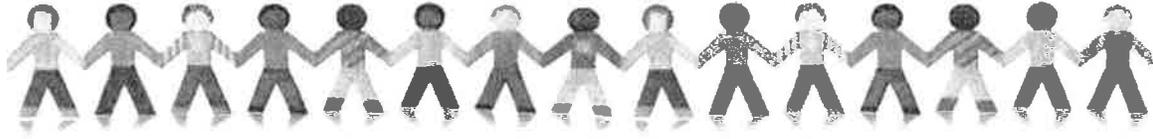
Volunteer/Intern Signature

Date

Volunteer/Intern Supervisor Signature

Date

PLACE THIS FORM IN THE VOLUNTEER/INTERN FILE



“The key to understanding people of other cultures is to understand ourselves.”

Introduction to Cultural Awareness

The clients and staff at Aunt Martha’s Youth Service Center, Inc., comprise an exciting and dynamic mix of cultural and ethnic groups. As managers, healthcare professionals, teachers and social service providers, you will inevitably work with patients, clients and co-workers who are culturally and ethnically different from yourselves.

The Definition of Culture

Culture determines the following about us:

- Our physical attributes (hair color, skin pigmentation, our appearance)
- What we eat
- How we think and view the world around us
- What languages we speak
- Our religious or spiritual beliefs

What is Cultural Awareness?

To be culturally sensitive and competent, it is necessary to develop an awareness of the ways in which cultures differ, how these differences affect interactions with clients, and how the client perceives the intervention.

In order to be culturally aware, one must first be in touch with one’s own cultural background. In essence, cultural awareness and cultural self-awareness involves the following:

- Self-knowledge to anticipate how one’s own behaviors are affected by culture.
- An understanding of how our concept of family has shaped our worldviews, and how other cultural group’s notions of family can be completely different.
- Appreciating the dynamics of cultural differences. When service providers and clients come from different cultural backgrounds, inevitably there will be miscommunication. Cultural awareness involves knowing what can go wrong in cross-cultural communications and how to set it right.
- Knowledge about the client’s cultural beliefs and value system.

HIPAA FACT SHEET

Background: In 1996, President Bill Clinton signed into law Title I of the Health Insurance Portability and Accountability Act. This act protects health insurance coverage for workers and their families when they change or lose their jobs and is designed to improve efficiency in health care resulting in lower health care costs. HIPAA also offers privacy rules which will protect an individual's personal medical information.

Q: What does the acronym "HIPAA" mean?

A: Health Insurance Portability and Accountability Act

Q: What does HIPAA tell us about Health Insurance Portability?

A: An individual is protected from losing their health insurance coverage due to the loss of a job; an individual has health insurance protection when leaving one job and going to another; HIPAA reduces or eliminates any pre-existing condition exclusion that might be applied when moving to a new group health insurance plan; HIPAA helps you buy health insurance coverage on your own if you have no other coverage.

Q: What does Accountability mean?

A: Covered entities will be required to simplify their administrative procedures and to use data transaction codes and ID numbers which have been revised according to a new national standard; a privacy notice will be given to all clients in covered programs; safeguards will be put into place to ensure a patient's insurance information is not used or disclosed without their written permission; patients will have greater access to their own medical records.

Q: What is a "Covered Entity"? Are we one?

A: Covered Entities are Health Care Providers; Health Care Clearinghouses, Health plans; any employee or business associate who might have access to a patient's protected medical information. Yes, Aunt Martha's is a covered entity because we are a Health Care provider with several community health centers and growing! Check the policies to see if your program is a covered entity.

Q: What is "protected health information"?

A: Protected health information (PHI) includes a patient's name, address, phone number and Social Security number and any identifying information; physician's notes; billing information; any personal physical or mental health information whether the information is verbal, written, recorded or electronically transmitted.

AN OUNCE OF PREVENTION KEEPS THE GERMS AWAY



WASH YOUR HANDS OFTEN. Hand washing is one of the best ways to prevent the spread of infectious diseases. Wash your hands often to eliminate germs that you have picked up from people, surfaces and animals. Always wash your hands before, during and after you prepare food; before you eat; and after you use the bathroom. Also, wash hands after handling animals or animal waste, and wash them more often when someone in your home is sick. The proper way to wash your hands is to wet the first, apply soap, then rub and scrub them vigorously for 10-15 seconds. Rinse and dry.



ROUTINELY CLEAN AND DISINFECT SURFACES. Cleaning and disinfecting are not the same. Cleaning with soap, water, and scrubbing removes dirt and most germs. Disinfecting with a bleach solution or another disinfectant kills additional germs on surfaces, providing an extra margin of safety.

KITCHEN: Infectious bacteria live in raw or uncooked foods. Before, during and after preparing foods, especially meat and poultry, clean and disinfect counters and other surfaces. Follow directions on product labels, which include allowing the disinfectant to stand for a few minutes. Wipe surface with paper towels that can be thrown away or with cloth towels that can be washed afterwards.

BATHROOM: Clean and disinfect all surfaces. This is especially important if someone in the house has a diarrheal illness or a blood borne illness such as AIDS or Hepatitis B.

USE UNIVERSAL PRECAUTIONS: Treat all blood and body fluids as if contagious. Use personal protective equipment, (gloves, gown, etc.) when there is a possibility of exposure. Protect yourself.



KEEP PETS HEALTHY. Pets should be adopted from an animal shelter or purchased from a reputable pet store or breeder. All pets should be routinely cared for by a veterinarian. Follow the prescribed schedule of immunizations that the vet recommends. Obey local leash laws. Clean litter boxes daily. Don't allow children to play where animals defecate or urinate. Keep children's sandboxes covered.



AVOID CONTACT WITH WILD ANIMALS. Wild animals can carry diseases harmful to you and your pets. Wild animals such as rodents can carry deadly diseases such as hantavirus infection and plague. Ticks can transmit Rocky Mountain spotted fever and Lyme Disease. Bats, raccoons, skunks and foxes can transmit rabies. **Many infectious diseases can be prevented by following seven simple and inexpensive steps.**



GET IMMUNIZED. Getting immunizations is easy, inexpensive, and saves lives. Make sure your children get the shots recommended by their health care provider at the proper time. Keep records of all immunizations for the whole family. Children should get their first immunizations before they are two months of age. They should return for additional doses four or more times before their second birthday. Ask your health care provider about special programs that provide free shots for your child. Adults need tetanus and diphtheria boosters repeated every ten years. Shots are often needed for protection from infectious diseases when traveling to other countries.



USE ANTIBIOTICS APPROPRIATELY. Antibiotics are powerful drugs used to treat certain bacterial infections. Antibiotics don't work against viruses such as colds and flu. Unnecessary antibiotics can be harmful and if used inappropriately, can cause bacteria to become resistant to treatment. Antibiotics should be taken exactly as prescribed by your health care provider. Your child does not need an antibiotic each time he or she is sick.



HANDLE AND PREPARE FOOD SAFELY. Plan carefully when purchasing your food. Buy perishable foods, such as dairy products or fresh meat at the end of your shopping trip. Refrigerate these as soon as possible.

- **STORE FOOD PROPERLY.** Don't allow juices from meat, seafood, poultry, or eggs to drip on other foods. Use containers to keep these products from contaminating other foods. Don't leave perishable food out for more than two hours.
- **USE CARE WHEN PREPARING AND COOKING FOOD.** Wash your hands and clean and disinfect all kitchen surfaces and utensils before, during, and after handling, cooking, and serving food. Wash raw fruits and vegetables. Don't eat raw eggs or partially cooked eggs. Cook all poultry and meat until the juices run clear. Use different dishes and utensils for raw foods and cooked foods. Keep cold foods cold and hot foods hot.
- **STORE LEFTOVERS PROPERLY.** Don't leave leftovers out for more than two hours. Promptly refrigerate or freeze perishable items.

XVI. SEXUAL HARRASSMENT POLICY

It is the policy of Aunt Martha's Youth Service Center, INC. that all personnel shall be free of sexual harassment in the workplace. Such conduct by any employee of Aunt Martha's Youth Center, Inc. is completely unacceptable and will not be tolerated.

DEFINITION

Sexual harassment includes, but is not limited to, any unwelcome comment, gesture, or physical contact which tends to make an individual feel uncomfortable or which tends to create a hostile working environment. Aunt Martha's Youth Center, Inc. defines sexual harassment as any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term of condition of an individual's employment.
- Submission to or rejection of such conduct is used as the basis for and employment decision affecting such individual; or
- Such conduct has the purpose of effect of substantially interfering with an individual's work performance ore creating an intimidating, hostile or offensive working environment.

COMPLAINT PROCEDURE

In order to emphasize the concerns of Aunt Martha's Youth Center, Inc. over the problems of sexual harassment in the workplace, the agency has established the following complaint procedure:

Individuals who believe they have been subjected to harassment from either a co-worker or a supervisor should make it clear to the offender that such behavior is offensive to them and should immediately bring the matter to the attention of the immediate supervisor, their Division Manager, and/or their Human Resources representative.