PURPOSE:
To assist clients to achieve their potential within an organization, and to eliminate and conflict of interest by not developing relationships that could compromise quality of care. This will establish healthy client and employee relationships.

CONSIDERATIONS:
1. Clients are legally considered to be in a vulnerable state due to their health. Therefore client employee relations are a delicate matter.
2. This policy is not designed to inhibit or prohibit employee activities necessary to meet the mission or goals of each specific agency.

EQUIPMENT:
None

PROCEDURE:
1. Employees are prohibited from:
   a. Having planned personal contacts with client.
   b. Having a social or physical relationship with client.
   c. Having planned personal contacts that is not job related.
2. Employees may not promise or offer any medical treatment that is not prescribed by physician, or other clinicians as part of a treatment goal plan.
3. Do not give out personal information (such as home address, phone numbers and cell numbers) to clients. If it is necessary to be contacted, client should go through the organization, and the organization will contact employee. Any personal contact an employee receives from client should be reported to supervisor immediately. The same applies for written correspondence.
4. Do not share personal information with clients. This is unprofessional, and may be in violation of an organization’s code of ethics.
5. Do not intentionally touch, refer to in conversation, or examine intimate parts of a client’s body except for when following authorized treatment procedure. A supportive touch (such as a reassuring hand on the shoulder) is allowed provided it is in the open, clients accepts the touch, is appropriate in the conversation, and it does not oppose treatment plan.
6. Do not include offensive language and content in your conversation. This includes jokes that are offensive in racial, sexual and ethnic ways.
7. Do not exchange personal items of any kind with the client. Also do not employ client in any form with or without the exchange of money.
8. Do not solicit a current client to an employee’s private practice or another agency.

AFTER CARE:
1. If you are unsure of an act is in violation of this policy, discuss it with supervisor or superior.
2. Obtain a written exception letter if necessary.
3. Keep in mind that violation of certain acts can be a civil and/or criminal act.
4. Always be familiar with your specific agencies’ policies towards client/employee relationships.

RESOURCES: