

**PROGRAM OPERATIONS
DIRECTIVE #34**

SUBJECT: Clarification on Professional Roles and Boundaries within CMH

ISSUED: 2/17/2021

PURPOSE: To provide clarification on Professional Roles and Boundaries within CMH

DEFINITION: This document should be considered a guide in providing ethical, professional services to individuals at St Clair County CMH. All staff at CMH have an impact on treatment – from facilities staff, reception, peers, case managers, clinicians and prescribers.

This guide will focus on treatment team members. The basic principal of treatment at St Clair County CMH is to encourage and empower the people we serve to live up to their best potential. This involves, when possible, allowing/encouraging individuals to speak for themselves when dealing with any team member. We work with people that can have difficulty communicating their thoughts and concerns for a variety of reasons. When at all possible, we should be teaching and modeling good communication skills for the people we serve to support them in being as independent as possible. This includes role-playing stressful situations, encouraging list making for important discussions and empowering people to be their own advocate.

Intentionally or not, team members can get in the way of the promotion of independence. Many people who are drawn to our profession are born “helpers”, often times need to be very conscious of their own behavior and needs, and how these affect the people, we serve. An ongoing goal at CMH is to avoid creating/fostering dependency with the people we serve.

Each person on the treatment team has a clear role as identified in their Functional Job Task List. It is critical that all team members provide services within their scope of practice. A much simpler way to put this is to “stay in your lane”. To act outside of your scope of practice is unprofessional, unethical, does a disservice to the person served, puts you and the agency in a position of liability and is not acceptable.

If the clinician/case manager has questions about the kind of medication the person is receiving, any side effects that have been reported or observed, or if the person/family member/guardian brings medication issues to a treatment team member’s attention – the prescriber should be contacted by phone/email or personal contact to discuss these concerns individually prior to the individual’s appointment. If you are unable to reach the prescriber prior to the medication review, you should consult with your supervisor for guidance. However, you should always redirect the person served, family member or guardian to communicate with the prescriber directly if they have any issues regarding medication.

Most professions included in our teams have a code of ethics and professional standards. Please refer to them and seek out clinical supervision often. CMH also has its own Code of Ethics, which we are all required to follow.

POPULATION: All direct service staff.