

# HIV Non-Medical Case Management Client Conduct Statement



The following statement establishes guidelines for appropriately addressing disruptive client behaviors at the **(agency name)** \_\_\_\_\_. It is expected that clients will interact with other clients, volunteers, and staff in an appropriate manner. The following is presented to provide a uniform approach to clients whose verbal or physical behavior is disruptive, abusive, or dangerous to others.

It is understood that agency clients occasionally present in a state of crisis. A part of the agency's mission is to provide crisis intervention and supportive services without judgement to eligible and enrolled clients. This policy is reserved for use with individuals who seriously interfere with the implementation of the agency's program.

There are two types of disruptive client behavior. The first is client behavior which is considered dangerous and abusive or constitutes an imminent threat to the well-being of others. The second type of disruptive behavior is defined as that which interferes with the agency's activities or operations but does not constitute an imminent threat.

Response to behavior identified as potentially **dangerous and abusive** will be immediate and decisive. The safety of agency clients, volunteers, and staff must be protected. Consequently, when a client is perceived to be potentially dangerous and abusive by any person in the agency, an immediate report should be made to the agencies direct safety contact or supervisor. Each funded agency has the right to remove the client to protect the safety of other persons in the building. It is up to the agencies internal polices and leadership on when and how law enforcement will be contacted or involved.

- It is expected that if the client is discharged, that there be detailed case notes in CAREWare so the interaction is properly documented.

Client behavior viewed as **disruptive** is to be handled as detailed below.

- The individual(s) concerned about disruptive behavior should consult their supervisor and follow internal agency policies and procedures.
- Agency leadership will work with the staff person and client if needed to try and resolve the behavior, reminding them that we do have this document signed stating that client conduct should be respectful at all times.
- Agency leadership will decide if the client needs to be removed from services, or if there is another route of resolution that can be done. All activity must be documents in CAREWare case notes.

**Clients have a right to appeal any decisions made under this policy. The standard HIV Non-Medical Case Management grievance policy and procedures should be observed.**

# Client Conduct Statement Agreement Form



I have received a copy of the \_\_\_\_\_ **(agency name)** Client Conduct Statement and have taken the opportunity to read this policy and ask questions concerning the content. I understand the importance of the policy and realize that any reported or observed disruptive behavior will result in an investigation and one of the following resolutions:

- Written and/or verbal reprimand;
- Internal management resolution;
- Termination of services; and/or
- Delivery to the Resolution Committee.

X

\_\_\_\_\_  
Printed Name of Client/Guardian/POA

X

\_\_\_\_\_  
Date

X

\_\_\_\_\_  
Signature of Client/Guardian/POA

X

\_\_\_\_\_  
Date

## Refusal to Sign

The client named above has received information regarding the Client Conduct Statement, and any questions posed by the client have been answered. However, the client has refused to sign this acknowledgement. The client has been informed that his policy remains in effect despite the refusal to sign.

X

\_\_\_\_\_  
Printed Name of NMCM

X

\_\_\_\_\_  
Date

X

\_\_\_\_\_  
Signature of NMCM