

## Risk Management Strategies

1. Know laws and rules in statute that govern practice.
  - a. Create a digital file with BHSS WACs and chosen ethical codes; link to DOH website with relevant laws governing practice including abuse reporting laws, involuntary commitment and confidentiality laws;
  - b. Understand subpoenas and how to respond; create a list of resources for consultation when needed.
2. Deliver services within one's scope of practice.
  - a. Recognize and respect the limits of one's competence.
  - b. Never practice outside of one's scope and competence.
3. Informed Consent
  - a. Provide patients with written rights and responsibilities including expectations for treatment, as well as acceptable behaviors by both the counselor and the client prior to initiating treatment.
  - b. Consider providing a statement that any inappropriate behavior on the part of the client will result in termination from counseling/treatment with facilitated transfer to another counselor/therapist.
4. Organizational policies
  - a. Adhere to institutional policies that govern employment and clinical practice.
5. Termination and Abandonment
  - a. Avoid abandonment of a client in crisis and if termination must be initiated by the provider, allow time to process termination, follow nondiscrimination laws, and give the client appropriate referrals.
  - b. Discuss termination in supervision for any client who requests or initiates inappropriate touching, discussion and/or behaviors and facilitate the transfer of the client to another counselor/therapist.
6. Document clinical decision making
  - a. Fully document complicated or dangerous client situations and the decision-making process that accompanies any action of the BHSS.
  - b. Maintain confidential client session documentation in a protected manner as part of the client's clinical record at least for the duration of the client's course of therapy/treatment or until the statute of limitations for litigation has expired. The use of e-mail or other public forms of communication related to client care is not confidential and, as in this case, may be discoverable in the case of litigation.
7. Manage dual or multiple relationships
  - a. Dual or multiple relationships may occur in certain settings.
  - b. Be certain to follow organizational policy and state rules related to management of these relationships.
8. Manage personal and professional boundaries

- a. Reflective practice is essential to ethical and culturally responsive practice. Consider personal therapy to process experiences with clients and develop a greater understanding of self in relationship to others.
  - b. Never engage in a personal, physical or sexual relationship or any other form of unprofessional conduct with a client.
  - c. In the event of inappropriate feelings toward a client, immediately obtain professional supervision and guidance and if the feelings cannot be properly and timely managed, terminate the client from treatment and facilitate the transfer of the client to another counselor/therapist.
9. Utilize clinical supervision and consultation
- a. Remember the supervisor is responsible for BHSS actions with clients.
  - b. Effective relationships are built on honesty, transparency and trust.
10. Verify school or employer carries liability insurance