

Physical Contact with Clients

Physical contact with clients has a high potential for being any or all of the following: 1) misunderstood, 2) misinterpreted 3) unethical, 4) immoral, 5) illegal. It is critical that all APC employees scrutinize their conduct regarding physical contact with a client. While “comforting” an upset client may be appropriate, sexual contact (or any contact that may be perceived as sexual nature) is always inappropriate.

Informal Relationships

APC adheres to all guidelines and laws regarding dual relationships. There may be times when it is appropriate for an employee to maintain a helping relationship with a client, provided there is no fee charged after the client is formally discharged from APC. The employee must first obtain permission from their supervisor. The relationship must be free of exploitation or any harmful effects to the client, and the employee must follow all supervisor directives.

Electronic Communication with Clients

Email correspondence and texting with clients is discouraged. Email and text messages are not completely secure or confidential; they are retained in the logs of Internet service providers and phone companies and may be considered a part of the legal client record. Phone calls are the best way to contact client and family members. Use of text messages should be limited to scheduling and confirmation of appointment times. Contacting clients via social media (like Facebook or Instagram) is prohibited; see our Social Media policy for explanation.

Confidentiality and Care of Client Records

At APC, we have a reputation for treating our clients’ information with the strictest confidentiality. Your careful attention to the security of our clients’ information helps our clients feel safe and respected and shows how much we value their privacy. This is more than just a policy; it’s a gift that we provide to those