


CHAPTER: 9	SECTION: 9	SUBJECT: HUMAN RESOURCES
TITLE: CLINICIAN CONFLICT IN CARE DUE TO CULTURAL VALUES AND/OR RELIGIOUS BELIEF		
EFFECTIVE DATE: 12-15-95	REVISED/REVIEWED DATE: 4/14/97, 7/18/00, 4/15/03, 12/20/05, 5/6/08, 1/27/10, 5/8/13, 10/16/15, 5/12/16, 5/12/17, 3/4/19, 4/5/20; 6/15/21, 10/31/22, 11/17/23	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

I. PURPOSE:

Community Mental Health of Ottawa County’s Organizational Ethics Policy states, “All persons employed....shall not discriminate against or refuse professional services to anyone on the basis of race, color, age, sex, religion, national affiliation, marital status, height, weight, arrest record, disability, sexual orientation or any other legally protected status.” This policy is intended to minimize staff conflict in consumer care due to cultural values and/or religious beliefs and to respond to a provider’s request not to participate in an aspect of care provided to a consumer of Agency services.

II. APPLICATION:

To all Community Mental Health of Ottawa County (CMHOC) operated and contracted programs if specified by contract.

III. DEFINITIONS:

Service Provider refers to any CMHOC or contractual staff providing direct services to any CMHOC consumer.

IV. POLICY:

It is the policy of CMHOC that a service provider may request not to participate in an aspect of consumer care due to conflict with his/her cultural values and/or religious beliefs. All necessary steps must be taken to ensure that consumer care will not be negatively affected.

V. PROCEDURE:

- A. This policy shall be reviewed with all new staff as part of their orientation process.
- B. When a situation arises in which a provider does not wish to participate in an aspect of a consumer’s care due to the provider’s cultural values and/or religious beliefs, the following procedure is implemented:

1. The provider having the conflict will address the matter with the immediate supervisor, by submitting a request in writing specifying the cultural value and/or religious belief that led to the conflict and created the request.
2. The immediate supervisor will review the request and the case to determine a plan of action. This may require the involvement of a higher level supervisor.
3. The supervisor deemed appropriate to remedy the situation, may then take one of the following avenues to resolve the matter:
 - a. Attempt to work through the issue the provider presented in order to allow the provider to continue involvement in care of the individual (assuming, in the supervisor's judgment, continuing with the particular provider is in the best interest of the consumer, and is desired by the consumer); or
 - b. After appropriate consumer consultation and agreement, refer the consumer to another provider within or outside the Agency.

VI. ATTACHMENT:
Not Applicable

VII. REFERENCE:
Not Applicable