

SUBJECT: PERSONAL CONFLICT IN PROVIDING CARE

APPROVED BY:

EFFECTIVE  
DATE: 03-01-05 (replaces 07-16-02)

Executive Director

Reviewed (no changes): 09-20-07 09-02-09

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POLICY

It is the policy of McIntosh Trail CSB to find acceptable resolutions to ethical, cultural or religious issues that conflict with an employee's ability to provide the highest quality of care and treatment to all consumers. The intent of this policy is to outline a procedure to address a request by a staff member not to participate in an aspect of a consumer's care which is in conflict with the employee's cultural values, ethics, or religious beliefs. **It is the employee's responsibility to notify his/her supervisor of such concerns before conflicts occur.**

PROCEDURE

1. No employee will be allowed to refuse treatment to a consumer based upon race, national origin, sex, religion, age or disability of the consumer.
2. When a consumer is to receive care or treatment that is in conflict with a staff member's cultural values or religious beliefs, the staff member is to report this conflict to the immediate supervisor.
3. The immediate supervisor will follow the chain-of-command in reporting this conflict and the employee will be reassigned. A staff member of equal clinical competence (whose cultural values or religious beliefs are not in conflict with the aspect of consumer care) will be reassigned to perform the consumer care or treatment. The supervisor will ensure that the consumer's care and treatment will not be negatively affected by granting the staff member's request.
4. If an issue cannot be resolved by the supervisor or Associate Director, the Associate Director should report the issue and pertinent details to the Executive Director. The Executive Director will either provide the necessary investigation resulting in a decision or refer the issue to the Ethics Committee for final resolution.

Reference: JCAHO HR