

Important Policies and Procedures that Guide our Work

Discuss these questions with your supervisor, or ask to schedule some time at a staff meeting to talk as a team about your Healthy Start program's policies and procedures. Use this worksheet to keep a record of what you discussed.

Policies and Procedures about Confidentiality

1. What are our program's policies and procedures around protecting participants' confidentiality?
2. What are the situations under which we would "break confidentiality", for example if a participant discloses an immediate risk of harm to themselves or others? What are some guidelines for how to explain this possibility to participants, when we first meet with them?
3. What are the laws in our state about "mandated reporting" of suspected child abuse or neglect? Who is considered a "mandated reporter"?



Developed by JSI for the Healthy Start EPIC Center



Policies and Procedures about Handling Crisis Situations

4. What are our program's policies and procedures for dealing with a medical emergency (such as an infant choking) that happens when we are out in the community or during a visit with a participant?
5. What are our program's policies and procedures for dealing with a mental health crisis (such as a mom who is very depressed) that happens when we are out in the community or during a visit with a participant?
6. What are some effective ways we have learned from our experience about how to handle a challenging situation or a conflict that comes up with a participant or their family members?
7. What are our program's policies and procedures for what to do if we witness violence or threats of violence among family members during a visit with a participant?



Policies and Procedures about Protecting Personal Safety

8. What are our program's guidelines or rules for what to do to protect our personal safety when we are out in the community or during home visits?

Working with Supervisors

9. What are some situations for which we should go to our supervisor for consultation, advice or support?

Training and Professional Development Opportunities for Healthy Start Staff

10. What training opportunities or professional development opportunities are available to us to further develop our job-related knowledge and skills?
 - a. What opportunities are available through our Healthy Start program?
 - b. What opportunities are available through the federal Healthy Start program--through the Healthy Start EPIC Center?
 - c. What opportunities are available through another group or agency--for example our state's Community Health Worker Association?

