

**Mid-Del Youth and Family Center, Inc.
Policy and Procedures**

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100 Introduction: (11/01/00)

Mid-Del Youth and Family Center, Inc. is a youth and family service agency founded and sponsored by Midwest City and Del City in 1971 to redirect youth who were having problems in family, school, and the community. The agency was formed under the laws of the State of Oklahoma as a private non-profit corporation, qualifying as a section 501 (c) (3) organization under the Internal Revenue code. Mid-Del Youth and Family Center was incorporated to provide community based services for the Oklahoma County area with a special emphasis on Midwest City, Del City and the Eastern Oklahoma area.

The Department of Human Services licenses mid-Del Youth and Family Center under the laws of the State of Oklahoma. In addition, the agency is certified in accordance with the accepted Standards and Criteria of the Oklahoma Association of Youth Services, Inc. (OAYS) as adopted on December 2, 1986, for Community Youth Services and Emergency Youth Shelter Programs. Furthermore, the agency will strive to maintain national accreditation through Certification of Accreditation for Rehabilitation Facilities (CARF), a nationally recognized accreditation center, in accordance with their accepted Standards. A volunteer Board of Directors from the respective communities the organization serves governs mid-Del Youth and Family Center.

101 Mission Statement and Philosophy (Revised 12/16/03)

Empowering youth, families, and communities to develop, strengthen, and promote relationships in building brighter futures.

Philosophy (Revised 03/19/04)

Mid-Del Youth and Family Center, Inc. is dedicated to providing client-centered, cost-effective, responsive, and continual improving individualized, quality services in the least restrictive environment. Service delivery is guided by individual and/or family needs, while promoting opportunities to develop and exercise competence, making appropriate choices, good relationships with family members and friends, increased opportunities for individuals, and positive community membership. The organization believes this philosophy to be the foundation for planning, development, and coordination of a quality service delivery system. We are focused on serving

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our community regardless of sex, race, color, creed, belief, and/or national origin.

Mid-Del Youth and Family Center, Inc. is continually improving, researching and developing services, which are needed by our youth, families, and communities. As an organization, we are committed to pursuing goals that strive towards our highest expectations for service delivery and performance based outcomes. Organization wide planning is based on a three year planning cycle. Annual operational action plans are accomplished to achieve the organizations three year planning goals and objectives. This is crucial to ensuring our organization is responsive to ongoing changes within a dynamic and diverse environment. This commitment is vital to our organization continually seeking to expand our mission's positive impact with youth, families, and communities residing within Oklahoma County.

It is the policy and position of Mid-Del Youth and Family Center, Inc. to maintain an organization wide strategic, tactical, and operational focus that is client-driven, cost-effective, responsive, and continually improving. Mid-Del maintains an understanding that when the organizations governing values are focused on quality, it will not only demonstrate our caring and committing to delivering quality services, but also reflect in the quality of employees lives and our relationships with each other. Mid-Del recognizes that the paradigm of quality is continuous improvement based on the understanding of the needs of the youth, families, and community stakeholders; meeting those needs and exceeding their expectations.

Mid-Del will strive to maintain continuous improvement within four organizational functional areas in order to ensure constancy, consistency, and predictability in delivering quality services. The first two functional areas focus on continuous learning and are facilitated through the organizations "Mid-Del University"; this includes Personal and Professional Development, and Interpersonal Team Relations. The third and fourth functional areas are Managerial Effectiveness and Organizational Effectiveness and Efficiency, which are facilitated through the organizations Effective Quality Improvement Planning (E.Q.I.P) system.

Maintaining a commitment to being **client-driven** is central to Mid-Del's mission within the respective communities it serves. Ongoing commitment and focus to providing clients complete satisfaction and the highest degrees

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of quality, based on how the client defines value is of primary importance. This emphasis is critical to the organizations proactive strategy involving all functional areas and making the client an active partner in decision-making. In addition, recognizing the client as a legitimate authority in directing service plans based on their unique perspective and strengths, are critical to valuing the client as an asset and partner in social innovation opportunities and learning.

It is essential that the organization be vigilant in its **responsiveness** to the dynamic and diverse needs of the clients that are served. This requires the organization to be both fast and flexible in bringing client-driven services and programs to the communities of Oklahoma County. It is of vital importance that ongoing client feedback and needs assessments be utilized in determining the continuation, development, and/or termination of program and services the organization provides.

Mid-Del Youth and Family Center is committed to providing **cost-effective** services and programs that bring value to the client based on six primary measures: value in affordability (low prices), value in the client being provided services and programs they desire, value as quality received based on service efficiency and effectiveness, and value as what is provided by the organization compared to what the client is giving for the services. Mid-Del maintains its commitment to not denying services to youth and their families based on inability to pay.

Mid-Del Youth and Family Center is committed to **continually improving** the efficiency, effectiveness, and quality of all functional operational areas. Continuous improvement is vital to insuring that Mid-Del remains an ever evolving and relevant community service organization that is client-driven, responsive and cost-effective. The Mid-Del organization understands that the four strategic, tactical, and operational focus areas are interdependent of each other, and form a circle of synergy that results in enhanced and improved quality of services for the youth, families, and communities Mid-Del exist to serve. The organization utilizes a performance-based quality management philosophy and process to ensure the focus priorities are accomplished; maximize stewardship, efficiency, and effectiveness throughout organization wide operations. This is achieved through the organizations Effective Quality Improvement Planning (E.Q.I.P) system.

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102 Organization Purposes (Revised 03/19/04)

In support of Mid-Del's mission, visions, and values, our organizational purposes are as follow:

To develop, maintain, and deliver client-driven, cost-effective, responsive, and continually improving ***behavioral health outpatient services*** that meet and/or exceed best practice standards and outcomes in order to improve the quality of life for youth, families, and communities within Oklahoma County. The following services are available under the behavioral health outpatient services: *community at-risk services, case management services, school based services, employee assistance program services, individual, family, and group counseling.*

To develop, maintain, and deliver client-driven, cost-effective, responsive, and continually improving ***emergency residential services*** that meet and/or exceed best practice standards and outcomes in order to improve the quality of life for youth, families, and communities within Oklahoma County. The following services are available under the emergency residential services: *emergency shelter for children and youth from birth to age seventeen, case management services, and counseling services available through outpatient behavioral health services.*

To develop, maintain, and deliver client-driven, cost-effective, responsive, and continually improving ***prevention and education services*** that meet and/or exceed best practice standards and outcomes in order to improve the quality of life for youth, families, and communities within Oklahoma County. The following programs are available under the prevention and education services: *Positive Directions (First Time Offender Program 13-17), Positive Power (anger management), Tobacco Cessation, Prevention & Diversion Services (Eastern Oklahoma County Youth Coalition), Positive Directions (Second Step 6-12), Family Based Services (Prevention and Relationship Enhancement Program, Parenting Skills, Compassion Skills, and Youth Development Services.*

To develop, maintain, and deliver client-driven, cost-effective, responsive, and continually improving ***training, development, education, publications/information, and consultation*** that meets and/or exceeds clients satisfaction and outcomes in order to promote improved quality of life, efficiency, and effectiveness for individuals, community groups,

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organizations, professionals, churches, schools, and communities within Oklahoma County. The following programs and services are available under the training, development, education, publications/information, and consultation: *speakers bureau, public seminars, business services, Mid-Del University, newsletters, public service announcements, continuing education seminars, adult learning and education, community development and focus groups.*

103 Vision Statement and Manifesto (Addition Approved 03/19/04)

Maintaining our core services and ideology and stimulating progress through social innovation. Mid-Del will serve as a leader and catalyst in bringing client-driven, cost-effective, responsive, and continually improving quality services to youth, families, and communities.

Vision Manifesto

- Mid-Del believes that being good at traditional services is not adequate to meet the needs of youth, families, and communities. To stimulate the progress necessary to meet these unmet needs, we are passionately committed to being great at doing things differently.
- As social innovators, we are change agents within our community; we boldly attack the underlying causes of social problems, rather than simply treating symptoms; reducing needs rather than just meeting them.
- Our mission will create and sustain lasting improvements in our community and will be gauged by positive social impact.
- Mid-Del commits to recognizing and being relentless in our pursuit of new opportunities to serve our mission.
- Mid-Del will engage in a process of continuous innovation, adaptation, and learning in order to enhance the ongoing improvement and quality of services.
- Mid-Del acts boldly and does not allow limited resources or obstacles to keep us from pursuing our visions.
- Mid-Del is committed to doing more with less and collaborating with community stakeholders
- Mid-Del holds itself to the highest standards and sense of accountability to our clients and community stakeholders based on outcomes. This is the key to our organization sustaining proactive influence and impact in building brighter futures.

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104 Persons Served (Addition Approved 03/19/04) (Addition Approved 11/01/00)

Mid-Del Youth and Family Center's provides community services and programs for youth and families residing in the Oklahoma County area, with a specific outreach focus on the Midwest City, Del City, and Eastern Oklahoma County communities. The Emergency Youth Shelter program provides a safe and nurturing environment for children and adolescents ages birth through seventeen from Oklahoma County, but will not exclude youth from other parts of the State if appropriate for shelter referral. The agency will provide services to any person based solely on need, without regard to economic status, ability to pay, race, ethnic origin, creed, sex, age, or place and duration of residence. Each service and program department provides a written description of primary service goals and recipients eligibility for services (11/01/00).

When an employee of Mid-Del is dealing with clients, they are representing the organization. Mid-Del exists to perform necessary services for youth and families residing in Oklahoma County. Therefore, courtesy and service are vitally important to the continued success of the organization. It takes little effort to be friendly, cheerful, and helpful to all of our clients (and fellow employees, as well), and the organization wants all employees to understand that this is the minimum we expect. Employees are expected to be courteous and helpful to clients at all times. If a client has a complaint that an employee is unable to handle, they are to refer the client to someone who can assist him or her, and, if possible, escort the client to that person (03/19/04).

The Mid-Del Youth and Family Center Board of Directors and staff subscribe to providing services that are client-driven, cost-effective, responsive, and continually improving. A foundational element to maintaining the fore mentioned focus in service delivery is being committed to obtaining and utilizing input from the persons served and relevant stakeholders on an ongoing basis. The environment for services and programs provision shall be designed around the needs of the persons served, responsive to their expectations and relevant to their maximum participation in the environment of their choice. The organization's services and programs shall demonstrate participation of the individuals served in the planning, development and delivery of appropriate service plans. More importantly, ongoing input and feedback mechanisms will drive the future

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direction of service delivery within the respective communities served (03/19/04).

Mid-Del Youth and Family Center, Inc. will comply with OJA's and the State of Oklahoma's requirements regarding the absolute protection, use of, and release of personal Clients information consistent with Title 10 O.S. 7307-1.2, OJA Rule 377.10-7-1 and professional standards. Furthermore, Mid-Del Youth and Family Center will hold confidential all personal information regarding clients served, including lists of names, addresses, evaluations, and all other records about the clients (11/01/00).

The Mid-Del Youth and Family Center Board of Directors have established and approved written value statements and codes of ethics and principles of conduct for its staff. These principles of conduct relate to treatment of persons served, responsibilities to colleagues, and the relationship to the community-at-large. Mid-Del Youth and Family Center, Inc.'s Code of Ethics establishes the principles that define the ethical behavior of all employees. **Principles of Conduct for the Board of Directors are in place as outlined in the organization By-Laws in section 200, Board of Directors/Governance (Revision 03/19/04).**

105 Communication of Agency Purpose and Reducing Stigma for Persons Served: (11/01/00)

Mid-Del Youth and Family Center will promote efforts to reduce the stigma towards our consumers and to promote the agency and its services by using some of the following to communicate our purpose and mission:

- Available resource library
- Community presentations
- Educational conferences and fairs
- Newsletter
- Newspaper articles
- Staff and employees
- Web page - <http://www.mid-delyouth.org>

In addition, the staff of Mid-Del Youth and Family Center will present, to various public groups, insights about the persons served to help bring better understanding and less criticism of those whom we serve. Staff members

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belong to various community groups and committees that maintain relationships with local schools, businesses, and various organizations. Through regular interaction with these groups, Mid-Del Youth and Family Center helps change attitudes about those whom we serve. The staff will document their attendance and participation in such meetings on the Community Education/Development Form and turn the form into the Director of Programs and Services

106 Respect for Persons Served: (11/01/00)

The behavior of Mid-Del Youth and Family Center employees reflects sensitivity to the needs of the individuals served for privacy and dignity and respect for individuals served.

Confidentiality and normal sensitivity are exercised when speaking about individuals served. Information is only exchanged on a “need to know” basis.

Undignified displays, exhibitions, or exposure of individuals, whether deliberate or unintentional, will not occur by any Mid-Del Youth and Family Center staff member.

The staff will be respectful of an individual’s privacy. Staff will intercede when individuals are not mindful of their own privacy, for example, when using rest rooms or dressing. When staff members assist individuals with personal hygiene, staff assignments reflect personal preference and sensitivity to the dignity of the individual served.

107 Values and Ethical Principles (Revision 03/19/04)

These values and ethical principles set forth ideals to which all Mid-Del Employees should aspire.

Value: *Service*

Ethical Principle: *Mid-Del Employees' primary goal is to help people in need and to address problems in social functioning.*

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Mid-Del Employees elevate service to others above self-interest. Mid-Del Employees draw on their knowledge, values, and skills to help people in need and to address social problems experienced by their clients. Mid-Del Employees are encouraged to volunteer some portion of their organizational skills with no expectation of significant financial return (pro bono service).

Value: *Social Justice*

Ethical Principle: *Mid-Del Employees challenge social injustice.*

Mid-Del Employees pursue social change, particularly with and on behalf of vulnerable and oppressed individuals and groups of people. Mid-Del Employees' social change efforts are focused primarily on issues of poverty, unemployment, discrimination, and other forms of social injustice. These activities seek to promote sensitivity to and knowledge about oppression and cultural and ethnic diversity. Mid-Del Employees strive to ensure access to needed information, services, and resources; equality of opportunity; and meaningful participation in decision making for all people.

Value: *Dignity and Worth of the Person*

Ethical Principle: *Mid-Del Employees respect the inherent dignity and worth of the person.*

Mid-Del Employees treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Mid-Del Employees promote clients' socially responsible self-determination. Mid-Del Employees seek to enhance clients' capacity and opportunity to change and to address their own needs. Mid-Del Employees are cognizant of their dual responsibility to clients and to the broader society. They seek to resolve conflicts between clients' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the organization.

Value: *Importance of Human Relationships*

Ethical Principle: *Mid-Del Employees recognize the central importance of human relationships.*

Mid-Del Employees understand that relationships between and among people are an important vehicle for change. Mid-Del Employees engage

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people as partners in the helping process. Mid-Del Employees seek to strengthen relationships among people in a purposeful effort to promote, restore, maintain, and enhance the well-being of individuals, families, social groups, organizations, and communities.

Value: *Integrity*

Ethical Principle: *Mid-Del Employees behave in a trustworthy manner.*

Mid-Del Employees are continually aware of the organization's mission, values, ethical principles, and ethical standards and practice in a manner consistent with them. Mid-Del Employees act honestly and responsibly and promote ethical practices on the part of the organization.

Value: *Competence*

Ethical Principle: *Mid-Del Employees practice within their areas of competence and develop and enhance their organizational expertise.*

Mid-Del Employees continually strive to increase their organizational knowledge and skills and to apply them in practice. Mid-Del Employees should aspire to contribute to the knowledge base of the organization.

(Values & Ethical Principles adapted & modified from NASW Code of Ethics)

108 Purpose of the MID-DEL Code of Ethics (Revision 03/19/04)

Organizational ethics are at the core of Mid-Del. The organization has an obligation to articulate its basic values, ethical principles, and ethical standards. The *MID-DEL Code of Ethics* sets forth these values, principles, and standards to guide Mid-Del Employees' conduct. The *Code* is relevant to all Mid-Del Employees and Mid-Del students, regardless of their organizational functions, the settings in which they work, or the populations they serve.

The *MID-DEL Code of Ethics* serves six purposes:

1. The *Code* identifies core values on which Mid-Del's mission is based.

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2. The *Code* summarizes broad ethical principles that reflect the organization's core values and establishes a set of specific ethical standards that should be used to guide Mid-Del practice.
3. The *Code* is designed to help Mid-Del Employees identify relevant considerations when organizational obligations conflict or ethical uncertainties arise.
4. The *Code* provides ethical standards to which the general public can hold the Mid-Del organization accountable.
5. The *Code* socializes employees new to Mid-Del's mission, values, ethical principles, and ethical standards.
6. The *Code* articulates standards that the Mid-Del organization itself can use to assess whether Mid-Del Employees have engaged in unethical conduct. MID-DEL has formal procedures to investigate ethics complaints filed against its employees. In subscribing to this *Code*, Mid-Del Employees are required to cooperate in its implementation, participate in MID-DEL investigation proceedings, and abide by any MID-DEL disciplinary rulings or sanctions based on it.

The *Code* offers a set of values, principles, and standards to guide decision-making and conduct when ethical issues arise. It does not provide a set of rules that prescribe how Mid-Del Employees should act in all situations. Specific applications of the *Code* must take into account the context in which it is being considered and the possibility of conflicts among the *Code*'s values, principles, and standards. Ethical responsibilities flow from all human relationships, from the personal and familial to the social and organizational.

Further, the *MID-DEL Code of Ethics* does not specify which values, principles, and standards are most important and ought to outweigh others in instances when they conflict. Reasonable differences of opinion can and do exist among Mid-Del Employees with respect to the ways in which values, ethical principles, and ethical standards should be rank ordered when they conflict. Ethical decision-making in a given situation must apply the informed judgment of the individual Mid-Del Employee and should also consider how the issues would be judged in a peer review process where the ethical standards of the organization would be applied.

Ethical decision-making is a process. There are many instances in Mid-Del where simple answers are not available to resolve complex ethical issues.

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Mid-Del Employees should take into consideration all the values, principles, and standards in this *Code* that are relevant to any situation in which ethical judgment is warranted. Mid-Del Employees' decisions and actions should be consistent with the spirit as well as the letter of this *Code*.

In addition to this *Code*, there are many other sources of information about ethical thinking that may be useful. Mid-Del Employees should consider ethical theory and principles generally, Mid-Del theory and research, laws, regulations, agency policies, and other relevant codes of ethics, recognizing that among codes of ethics Mid-Del Employees should consider the *MID-DEL Code of Ethics* as their primary source. Mid-Del Employees also should be aware of the impact on ethical decision making of their Clients' and their own personal values and cultural and religious beliefs and practices. They should be aware of any conflicts between personal and organizational values and deal with them responsibly. For additional guidance Mid-Del Employees should consult the relevant literature on organizational ethics and ethical decision-making and seek appropriate consultation when faced with ethical dilemmas. This may involve consultation with an agency-based or Mid-Del organization's ethics committee, a regulatory body, knowledgeable colleagues, supervisors, or legal counsel.

Instances may arise when Mid-Del Employees' ethical obligations conflict with agency policies or relevant laws or regulations. When such conflicts occur, Mid-Del Employees must make a responsible effort to resolve the conflict in a manner that is consistent with the values, principles, and standards expressed in this *Code*. If a reasonable resolution of the conflict does not appear possible, Mid-Del Employees should seek proper consultation before making a decision.

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which organizations aspire and by which their actions can be judged. Mid-Del Employees' ethical behavior should result from their personal commitment to engage in ethical practice. The *MID-DEL Code of Ethics* reflects the commitment of all Mid-Del Employees to uphold the organization's values and to act ethically. Individuals of good character who

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discern moral questions and, in good faith, seek to make reliable ethical judgments must apply principles and standards.

109 Ethical Standards (Revision 03/19/04)

The following ethical standards are relevant to the organizational activities of all Mid-Del Employees. These standards concern (1) Mid-Del Employees' ethical responsibilities to Clients, (2) Mid-Del Employees' ethical responsibilities to colleagues, (3) Mid-Del Employees' ethical responsibilities in practice settings, (4) Mid-Del Employees' ethical responsibilities as professionals, (5) Mid-Del Employees' ethical responsibilities to the Mid-Del organization, and (6) Mid-Del Employees' ethical responsibilities to the broader society.

Some of the standards are enforceable guidelines for organizational conduct, and some are aspirational. The extent to which each standard is enforceable is a matter of organizational judgment to be exercised by those responsible for reviewing alleged violations of ethical standards. All Mid-Del employees are required to familiarize themselves with the organizations code of ethics. The complete listing of the organizations code of ethics can be located in section 500, Personnel/Human Resource Management.

(Code of Ethics adapted & modified from NASW Code of Ethics)

110 Communication of Ethics Policy: (Approved 11/01/00)

Mid-Del Youth and Family Center has ensured that the Codes of Ethics are communicated to the Board of Directors, staff, and consumers (clients) by using the following policy:

It is critical that members of the Board of Directors and staff are knowledgeable of these ethical codes. These ethical codes will be reviewed and approved by Board members and this will be reflected in the Board minutes.

These ethical codes and principles of conduct will be reviewed by staff during various staff meetings and/or trainings and will be reflected in the meeting and/or training minutes.

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Each consumer (client) will have the Counseling Code of Ethics (**Section 1, Mid-Del Employees Responsibilities to Clients, Revision Approved 03/19/04**) communicated in the Consumer Orientation Packet during the intake process with the intake counselor and will have an opportunity to ask questions regarding the Counseling Code of Ethics. The accomplishment of this will be noted on the “Consumer Orientation Checklist.”

111 Employee and Consumer Accessibility Plan (Approved 11/01/00)

Statement of Intent

Mid-Del Youth and Family Center, Inc. and the Board of Directors are committed to removing architectural, attitudinal, employment, and any other barriers that may confront the persons served and the personnel of the organization.

Mid-Del Youth and Family Center’s staff and Board of Directors are aware of the applicability of The Americans with Disabilities Act of 1990 in ensuring reasonable and appropriate access for handicapped/disabled persons who are employees or consumers/clients at agency sites. The agency adheres to a policy of nondiscrimination in its employment and service practice.

Mid-Del Youth and Family Center’s accessibility is reviewed annually by the Health and Safety Committee and a report with any recommendations is submitted to the Executive Director. This report is included in the Annual Management Report.

Walkways, curbs, parking areas, designated reserved disabled parking, and designated entrances/exits are wheelchair accessible and/or navigable. Upon request, persons with a disability, which prohibits accessing services at an agency location, will have programs and services provided to them in a place, which can accommodate their particular need.

Agency personnel are aware of the applicability of the Americans with Disabilities Act in ensuring reasonable and appropriate access to services and employment. The Executive Director or designee will present the policies, plans, and procedures to the Board of Directors for approval and adoption. These policies, plans, and procedures will be reviewed annually by the Executive Director or designee and revised as necessary then presented to the Board of Directors for further consideration. Mid-Del

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Youth and Family Center adheres to a nondiscrimination policy in its employment and service practices.

If it is determined that the costs incurred to meet the accessibility needs of the persons served are to be excessive, and resources are not readily available, Mid-Del Youth and Family Center may refer the consumer to an agency that is more appropriate to better meet their needs. For those consumers whose disabilities prevent them from accessing services at any of the agency's sites, action will be taken to provide services in an agreed upon accessible location. If a person is referred to another agency that can better meet their needs, they will be notified of the reasons for referral. The reasons for referral, notification of referral, and the agency the person was referred to, the date(s) of admission request, and referral to the other agency will be documented on an information and referral form. On a monthly basis, the number of information and referrals will be provided to the Board of Directors in conjunction with the monthly statistical report. All discussion regarding accessibility will be documented in meeting minutes.

Architectural Barriers:

Walkways, curbs, parking areas, designated reserved disabled parking, and designated entrances/exits are wheel chair accessible and/or navigable. Upon request, persons with a disability that prohibits accessing services at an agency location, will have programs and services provided to them in a place that can accommodate their particular need.

Persons who are deaf or hearing impaired are provided, as appropriate, with a qualified sign language interpreter.

Persons who are blind or sight impaired will be physically guided through the facility as needed by a program staff member and will be made aware of necessary treatment and related information through verbal means.

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Attitudinal and Other Barriers:

Attitudes and opinions held by staff that creates barriers to accessing services will not be tolerated. All staff members are responsible for adhering to the agency's policies and procedures by reporting any item, policy, procedure, incident, attitude, or issue which creates a barrier for persons seeking services or employment. The Executive Director or designee may request that the employee make the report in written form. A response to the report will occur within three working days and will be placed on file along with the report. Confidentiality of the person making the report will be maintained.

The staff of Mid-Del Youth and Family Center will present, to various public groups, insights about the persons served to help bring better understanding and less criticism of those whom we serve. The staff members belong to various community groups and committees that maintain relationships with local schools and employers. Through regular interaction with these groups, Mid-Del Youth and Family Center helps change attitudes about those whom we serve. The staff will document their attendance and participation in such meetings on the Community Education/Development Form.

Employment Barriers:

Employment opportunities and access to programs and facilities are available to persons regardless of disability, religion, gender, sexual orientation, nationality, race, or creed. Exception to this rule includes individuals who do not meet the necessary qualifications for employment, or clinical/program eligibility for given services. Individuals who pose a direct threat to the health or safety of others that cannot be mitigated by readily achievable modifications in the program's accommodations, policies, procedures, or by the provision of auxiliary aids may be denied access to employment or services.

NOTE: Refer to Human Resource Personnel Policies within section 500

112 Certificate of Incorporation (Approved 11/01/00)

Mid-Del Youth and Family Center will post, in a place readily observable for the public, a copy of the agency's certificate of incorporation.

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113 Source of Authority (Approved 11/01/00)

The governing authority will have a written document of its source of authority (i.e.; charter, incorporation papers, by-laws, rules and regulations), which will be available to the public upon request.

114 Purposes of Policy & Procedures (Addition Approved 03/19/04)

The purpose of the Mid-Del Youth and Family Center, Inc. policy and procedures is to provide overall guidance and a means to ensure the organization is maximizing efficiency and effectiveness at carrying out its mission. It is a tool for staff to utilize to enhance their functioning while carrying out their respective duties and serves as a catalyst to ensure programs and services are client-driven, cost-effective, responsive, and continually improving.

115 Organization of Policy & Procedures (Addition Approved 03/19/04)

The Mid-Del Youth and Family Center, Inc. policy and procedures utilizes 100-800 series. The policy and procedures is divided as follows: 100 Introduction; 200 Board of Directors/Governance; 300 Organizational Leadership and Management; 400 Financial Planning and Management; 500 Human Resources; 600 General Program Standards; 700 Emergency Youth Shelter; 800 Integrated Alcohol and other drug/Mental Health Services.