

Community Navigation Guidelines & Boundaries

1. Four unresponded calls move to inactive
2. When a client is moved to inactive status, for whatever reason it must be noted in the client folder and tracker.
3. Once a quarter revisit inactive clients and update the file
4. If there is a wrong phone number or expired number, they are now closed and to be moved to an inactive folder with a notation.
5. When leaving messages or texts, do not state the organization's name for privacy. Leaving personnel names is okay and I am your community navigator.
6. Establishing boundaries early and frequently re-evaluating them.
7. Transportation
 - **Must be signed up with community navigation fully**
 - **All transports must be entered into the note page in the client folder before the trip**
 - All transports must be arranged at least 24 hours in advance unless otherwise approved by the HRed Coordinator
 - Never take a transport that goes more than 30 minutes before or after your scheduled shift without approval from the HRed Coordinator
 - Transports are only meant for medical, legal, and/or resources.
 - Recording transport into mileage sheet ASAP and turned in by the first of the month
 - Only one enrolled client can be in the vehicle at a time without prior permission.
 - At any time there are questions on a unique transport situation, reach out to the HRed Coordinator immediately before providing transportation.
 - No emergency room transportation is to be provided.
 - Reasonable accommodations and distance, unless otherwise approved by the Harm Reduction Coordinator.
 - No substances or weapons
8. At any time during an interaction with a client/participant that you do not feel comfortable with or the guest becomes unruly, let the client know with a warning that you will have to end this meeting if the behavior continues. After that, it is time to end that meeting.
9. AT ANY TIME no client or participant information may be shared with another client or participant or staff. This is a HIPAA violation when they are signed up as a community navigation client. Even if they are designated as the client's emergency contact. The designated consent form is required and reviewed regularly.
10. Client confirmation directly for transport
11. Never going into a client's residence.

Harm Reduction Guidelines and Boundaries

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2. At any time during an interaction with a client/participant that you do not feel comfortable with or the guest becomes unruly, let the client/participant know with a warning that you will have to end this meeting if the behavior continues. After that, it is time to end that interaction.
3. Transportation is only available for individuals signed up in the Community Navigation program, all forms must be completed and follow all Community Navigation protocols.
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