

CHAPTER 15. STANDARDS AND CRITERIA FOR DOMESTIC VIOLENCE AND SEXUAL ASSAULT PROGRAMS

SUBCHAPTER 1. GENERAL PROVISIONS

75:15-1-1.1. Mission and underlying philosophy

- (a) The mission of the standards and criteria for domestic violence and sexual assault programs is to eliminate domestic violence, sexual assault, and stalking in the State of Oklahoma.
- (b) The philosophy underlying the standards and criteria for domestic violence and sexual assault programs is that:
- (1) All persons have the right to live without fear, abuse, coercion, oppression and violence;
 - (2) There should be equality in relationships and survivors of domestic violence, sexual assault and stalking should be helped to assume power over their own lives;
 - (3) No one deserves to be victimized by assaultive, coercive, or abusive behavior;
 - (4) Survivors should be treated with dignity and respect;
 - (5) All people involved in violent crimes are affected victims, children, families, partners, friends, the community, and perpetrators;
 - (6) Offending is a choice, and perpetrators of domestic violence, sexual assault and stalking are solely responsible for their behavior;
 - (7) ~~These perpetrators~~ Perpetrators must be held accountable for their behavior;
 - (8) A coordinated community response is the best approach to eliminating domestic violence, sexual assault, sex trafficking and stalking in Oklahoma;
 - (9) Safety for the victims/survivors and their dependents is the primary focus of intervention and services;
 - (10) Intervention and services shall be based upon the safety and well-being of individuals and communities. Services to victims are provided in a non-judgmental, non-coercive, trauma-informed environment; and
 - (11) Participation in services is voluntary and based on self-determined needs, preferences and values.

75:15-1-2. Definitions

The following words or terms, when used in this chapter, shall have the defined meaning, unless the context clearly indicates otherwise:

"Admission" means to accept a client for services ~~or treatment~~.

"Advocacy" means the assistance provided that supports, supplements, intervenes and/or links clients and their dependents with the appropriate service components to encourage self-determination, autonomy, physical and emotional safety, and to offer information that will enable independence. This can be viewed as a combination of active listening and facilitating personal problem solving, along with researching options of action, safety planning, community outreach and education; it may include medical, dental, financial, employment, legal and housing assistance.

"Adult Shelter for Primary Victim" means a certified residential living arrangement in a secure setting with support and advocacy services provided by qualified staff for adult abuse victim of domestic violence, sexual assault, or stalking. Such shelter may also provide a residential living arrangement and support and advocacy services to a minor mother as permitted by 74 O.S. § 18p-4.

"Advocate" means a trained staff or volunteer who offers clients appropriate services.

"Assessment" means an appropriate course of assistance based on a ~~face-to-face~~ formal screening.

"Behavioral Health Professional" means either licensed or under supervision for licensure as a Licensed Professional Counselor, Licensed Marriage and Family Therapist, Licensed Behavioral Practitioner, Licensed Clinical Social Worker, psychiatrist, or psychologist with clients in individual, group or family settings to promote positive emotional or behavioral change. A practicum student or intern in an accredited graduate program in preparation for one of the above licenses may provide counseling to victims of domestic violence, sexual assault or stalking and their dependents.

"Business day" shall mean a calendar day other than a Saturday, Sunday, or state holiday. In computing any period of time where the last day would fall on a Saturday, Sunday, or state holiday, the period shall run until 5:00 p.m. of the next business day.

"Case consultation" means review of a client's case by the primary service provider and other program personnel, consultants or both.

"Case management" means the process of supporting and helping victims/survivors and their dependents as they cope with and overcome the effects of domestic violence, sexual assault and stalking. Actions may include activities such as: (1) developing, reviewing, and updating the service plan that is designed to solve specific problems in the current life situation; (2) supporting adult/child survivors' skills in making desired life changes through activities such as introducing new skills, modifying previous ways of coping with their situations and linking to resources to address immediate needs and secondary issues, and/or (3) exit planning as part of individual supportive services. The service provider must be a Certified Domestic and

Sexual Violence Response Professional (CDSVRP) certified by the ~~Oklahoma Coalition Against Domestic Violence and Sexual Assault~~ the active certifying body or hold another case management certification that has been approved by the Victim Advocacy and Services ("VASU") Council.

"Certified Domestic and Sexual Violence Response Professional" means a professional certified by the Oklahoma Coalition Against Domestic Violence and Sexual Assault.

"Certified domestic violence and sexual assault program" or **"Certified DVSA program"** means a status which is granted to an entity by the Oklahoma Attorney General, and indicates approval to offer domestic violence, sexual assault and stalking services pursuant to 74 O.S. § 18p-6. In accordance with the Administrative Procedures Act, 75 O.S. § 250.3(8), certification is defined as a "license."

"Child" or **"Children"** means any unmarried individual from birth to eighteen years of age.

"Children's Activities" means direct child contact that is temporary in nature and is not intended to address the effects of domestic violence, sexual assault/abuse and trauma on children; ~~i.e. special events such as Christmas parties, Easter egg hunts;~~ that are supervised by program personnel or volunteers.

"Children's Services" means direct child contact that is intended to address the effects of domestic violence, sexual assault/abuse and trauma on children including but not limited to intake, needs assessment, groups, advocacy, and any other service related to domestic violence, sexual assault/abuse and trauma.

"Client" means an individual, adult or child, who has applied for, is receiving or has received assistance or services from a DVSA program.

"Client Group Education" means interactive group sessions for adult/child victims/survivors of domestic violence, sexual assault or stalking that may be topic oriented and educational and facilitated by qualified, trained staff members or volunteers. The focus is on safety, the dynamics of domestic violence, sexual assault, stalking, relationships, emotions, the impact of trauma and life skills.

"Client record" includes but is not limited to all communication, records and information about an individual client.

"Community" means people, groups, agencies or other facilities within the locality served by the program.

"Community Education" means the presentation of domestic violence/sexual assault and stalking information to increase public knowledge of the destructive dynamics and societal costs and/or to increase awareness of available and needed resources and/or identify the role the community can play in eliminating domestic violence/sexual assault and stalking.

"Contract" means a formal document adopted by the governing authority of the program and any other organization, agency or individual that specifies services, personnel or space to be provided to the program and the monies to be expended in exchange.

"Core Services" means services outlined in 75:15-2-1 that are required to be offered by all certified programs.

"Counseling" means a face-to-face therapeutic session with one-on-one interaction between a behavioral health professional and an individual to promote emotional and/or behavioral change focused on victim safety and perpetrator accountability. Those individuals providing professional therapy to adult and child victims of domestic violence, sexual assault or stalking must be prepared to offer education and information about:

- (A) Physical and emotional safety;
- (B) How perpetrators maintain control and dominance over their victims;
- (C) The need to hold perpetrators accountable for their actions; ~~and~~
- (D) The recognition that individuals victimized are not responsible for a perpetrator's violent behavior; ~~and~~
- (E) The role of society in perpetuating violence against women and the social change necessary to eliminate violence against women, including the elimination of discrimination based on race, color, gender, sexual orientation, age, disabilities, economic or educational status, religion and national origin.

"Counseling Evaluation and Assessment" means a tool used by a licensed behavioral health professional to evaluate and assess the adult or child victim/survivor's current situation and provide trauma-informed therapy services that are appropriate to the needs of the adult or child victim/survivor. Such evaluation and assessment must assess dangerousness indicators; provide crisis intervention when needed; and assist with safety planning and informaiton on legal options available.

"Counseling Service Planning" (Licensed Behavioral Health Professional or Under Licensure Supervision) means the process of developing a written plan based on formal or informal assessments that identify the abuse issues necessitating treatment developed by a licensed behavioral health professional or an individual under licensure supervision. Counseling service planning includes establishing goals and objectives; planning appropriate interventions; developing safety planning; and a review of the treatment plan with the individual 14 years of age or older and the modification of the plan as required. If the individual is under 18 years of age, the parent or guardian must also be involved.

"Counseling Service Plan Review" means the evaluation or updating of the treatment plan by a licensed behavioral health professional or under licensure supervision based on victim's or survivor's documented progress. A counseling service plan review must be in wriiting and signed by the victim or survivor. Such plan also includes a review of the treatment plan with the individual and the modification of the plan as required, if the individual is 14 years of age or older. If the individual is under 18 years of age, the parent or guardian must also be involved.

"Court advocate" means a qualified, trained staff or volunteer whose duties are to offer assistance to victims and any dependents in legal matters relevant to their situation. A Court Advocate provides court advocacy through support, information, assistance, safety planning, accompaniment, and intervention with any aspect of the civil or criminal legal system on behalf of a

victim of domestic violence, sexual assault or stalking. Court advocates shall not act as licensed attorneys and are not permitted to give legal advice, unless such person is a licensed attorney in the state of Oklahoma.

"Court advocacy" means assistance provided to victims and their dependents in legal matters relevant to their situation. Information, support, assistance, safety planning, accompaniment and intervention with any aspect of the civil or criminal legal system on behalf of a victim of domestic violence, sexual assault or stalking. Court advocacy services must be provided by qualified, trained staff members or volunteers.

"Crisis intervention" means short-term, immediate assistance and advocacy given by phone or in person to victims of domestic violence, sexual assault or stalking. Crisis intervention services include but are not limited to assessing dangerousness, safety planning, information about available legal remedies, establishing rapport and communication, identifying major problems, exploring feelings and providing support, exploring possible alternatives, and/or formulating an action plan and follow-up measures.

"Critical incident" means an occurrence or set of events inconsistent with the routine operation of the facility, or the routine care of a client. Critical incidents specifically include but are not necessarily limited to the following: adverse drug events; self-destructive behavior; deaths and injuries to clients, personnel, volunteers and visitors; incidents involving medication; neglect or abuse of a client; fire; unauthorized disclosure of information; damage to or theft of property belonging to a client or the facility; other unexpected occurrences; or events potentially subject to litigation. A critical incident may involve multiple individuals or results.

"Cultural diversity" means the spectrum of differences that exist among groups of people with definable and unique cultural backgrounds.

"Direct services" means services delivered by a qualified staff member or volunteer in direct contact with a client or client's child, including childcare and telephone contact.

"DVSA" means domestic violence and sexual assault.

"Documentation" means the provision of written, dated and authenticated evidence to substantiate compliance with standards, e.g., minutes of meetings, memoranda, schedules, notices, logs, records, policies, procedures, announcements, correspondence, and photographs.

"Domestic violence" means a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over a current or former partner or family member. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

"Education" means the dissemination of relevant information specifically focused on increasing the awareness of the community and the receptivity and sensitivity of the community concerning domestic violence, sexual assault, stalking or batterer's intervention and other related problems and services and may include a systematic presentation of selected information to impart knowledge or instructions to increase understanding of specific issues or programs, to examine attitude or behaviors and to stimulate social action or community support of the program and its clients.

"Emergency services" or "crisis services" mean a twenty-four (24) hour capability for danger assessment, intervention and resolution of a client crisis or emergency that is provided in response to unanticipated, unscheduled emergencies requiring prompt intervention.

"Emergency transportation" means transportation for a victim of DVSA to a secure identified location at which emergency services or crisis services can be offered.

"Executive director" means the person hired by the governing authority to direct all the activities of the organization. May also be referred to as "Chief Executive Officer":

"External Consultation" means a formal and structured process of interaction between staff members and unrelated individuals, groups, or agencies for the purpose of problem solving and/or enhancing services for the safety of victims/survivors within the program's service area.

"Facility" means the physical location(s) of a certified program governed by this chapter of Title 75.

"Family" means the children, spouses, parents, brothers, sisters, other relatives, foster parents, guardians, and others who perform the roles and functions of family members in the lives of clients.

"Governing authority" means a group of persons having the legal authority and final responsibility for the operations and functions of the entire DVSA program, or shelter, in and of all geographical locations and administrative divisions.

"Group counseling" means a face-to face therapeutic session conducted by a licensed behavioral health professional or individual under licensure supervision with a group of adult or child victim/survivors to promote emotional or behavioral change. Those individuals providing professional therapy to victims/survivors of domestic violence must be prepared to provide education and information about:

- (A) Physical and emotional safety;
- (B) How perpetrators maintain control and dominance over their victims;
- (C) The need to hold perpetrators accountable for their actions; ~~and~~
- (D) The recognition that individuals victimized are not responsible for a perpetrator's violent behavior; ~~and~~
- (E) The role of society in perpetuating violence against women and the social change necessary to eliminate violence against women, including the elimination of discrimination based on race, color, gender, sexual orientation, age, disabilities, economic or educational status, religion and national origin.

"Guardian" means an individual who has been given the legal authority to manage the affairs of another individual.

"Human trafficking" means modern-day slavery that includes, but is not limited to, extreme exploitation and the denial of freedom or liberty of an individual for purposes of deriving benefit from that individual's commercial sex act or labor.

"Human sex trafficking" means a specific type of human trafficking that includes, but is not limited to:

- (A) Recruiting, enticing, harboring, maintaining, transporting, providing or obtaining, by any means, another person through deception, force, fraud, threat or coercion for purposes of engaging the person in a commercial sex act;
- (B) Recruiting, enticing, harboring, maintaining, transporting, providing, purchasing or obtaining, by any means, a minor for purposes of engaging the minor in a commercial sex act; or
- (C) Benefitting, financially or by receiving anything of value, from participating in a venture that has engaged in an act of trafficking for commercial sex.

"Indirect services" means services delivered by a staff member or volunteer, that do not involve direct services with a client or client's child.

"Individual counseling" means a therapeutic session with one-on-one interaction between a behavioral health professional or individual under licensure supervision and a person to promote emotional and/or behavioral change focused on victim safety and perpetrator accountability. Those individuals providing professional therapy to adult and child victims of domestic violence, sexual assault, or stalking must be prepared to offer education and information about:

- (A) Physical and emotional safety;
- (B) How perpetrators maintain control and dominance over their victims;
- (C) The need to hold perpetrators accountable for their actions
- (D) The recognition that individuals victimized are not responsible for a perpetrator's violent behavior; and
- (E) The role of society in perpetuating violence against women and the social change necessary to eliminate violence against women, including the elimination of discrimination based on race, color, gender, sexual orientation, age, disabilities, economic or education status, religion and national origin.

"Initial contact" means a person's first contact with the program or facility requesting information or service by telephone or in person.

"Intake" means an interaction intended to discover what has happened, determine what the crisis is, assess dangerousness indicators, do safety planning, and/or establish the immediate needs of domestic violence, sexual assault, and stalking victims and any dependents to determine appropriate services and referrals. This includes interaction with an individual determined to be appropriate for ongoing service in order to obtain basic demographic information, gather vital information on adults and/or children, and/or orient the victims to the program, program rules, and if applicable, the facilities. Cultural needs should also be identified at this time.

"Internal Consultation" means a formal and structured process of interaction among staff from the same agency for the purpose of evaluating the individual's progress, when the individual is not present.

"Language Interpretation" means activities that involve a client who is deaf or hearing impaired or has limited English proficiency requiring an interpreter for a staff member or volunteers to offer services.

"Licensure" means the official or legal permission to persons or health facilities meeting qualifications to engage in a given occupation or use a particular title.

"Medical care" means those diagnostic and treatment services that can only be provided or supervised by a licensed physician.

"Medication" means any drug that is legally in the possession of clients, their children, or persons seeking admittance to the shelter or their children; this definition includes prescription medications and medications available for legal purchase without a prescription.

"Mental health services" means a range of diagnostic, therapeutic and rehabilitative services used in treating mental illness or emotional disorders.

"Neglect" means failing to offer adequate personal care or maintenance, or access to medical care that results or may result in physical or mental injury or harm to a client.

"OAG" means the Office of the Attorney General.

"Objectives" means a specific statement of planned accomplishments or results that are quantitative, qualitative, time-limited, and realistic.

"Oklahoma Administrative Code" or "OAC" means the publication authorized by 75 O.S. § 256 known as The Oklahoma Administrative Code or, prior to its publication, the compilation of codified rules authorized by 75 O.S. § 256 (A)(1) (a) and maintained in the Office of Administrative Rules.

"Operation" means that clients are receiving services offered by the program.

"Outreach" means the dissemination of materials and information at community events and public places, with the purpose of establishing trust and rapport, explaining services available.

"Personnel record" means a file containing the employment history and actions relevant to individual personnel and volunteer activities within an organization such as application, evaluation, salary data, job description, citations, credentials, etc.

"Persons with special needs" means persons with a condition which is considered a disability or impairment under the "American with Disabilities Act of 1990" including but not limited to the deaf and hard of hearing, blind, physically disabled,

developmentally disabled, persons with disabling illness, and persons with mental illness. See "Americans with Disabilities Handbook," published by U.S. Equal Employment Opportunity Commission and U.S. Department of Justice.

"Policies" means statements of program intent, strategy, principle, or rules for providing effective and ethical services.

"Primary Victim" means a client who has experienced domestic violence, sexual assault, stalking, or the consequences of these crimes first hand.

"Procedures" means the standard methods by which policies are implemented.

"Program" means a set of activities designed and structured to achieve specific objectives relative to the needs of the clients.

"Program evaluation" means the documented assessment activities, performed internally or externally, of a program or a service and its staff, volunteers, activities, and planning process to determine whether program goals are met, staff, volunteers and activities are effective, and what effect, if any, a program or service has on the problem it was created to address or on the population it was created to serve.

"Program goals" means broad general statements of purpose or intent.

"Qualified staff" means someone who has met the criteria for provision of direct services as defined in 75:15-13-20.1.

"Rape crisis response services" means "sexual assault services" as defined in this section.

"Release" or **"Waiver"** means consent that is informed, written and reasonably time-limited. The terms may be used interchangeably to mean the same thing. "Release" implies that confidential information is released (despite confidentiality or privilege protection), and "Waiver" implies waiving a right (to maintain privilege). If release of information is compelled by statutory or court mandate, the program shall make reasonable attempts to provide notice to victims affected by the disclosure of information and take steps necessary to protect the privacy and safety of the persons affected by the release of the information.

"Referral" means information disseminated and/or coordinated access to agency and community services to meet victims'/survivors' and their dependents' identified needs.

~~**"Safe Home"** means private dwellings available for the temporary housing of victims of domestic violence, sexual assault and stalking to ensure safety of victims and any dependents until other housing arrangements can be made.~~

~~**"Safe Home Provider"** means an individual or family providing Safe Home services through a formal agreement with a Certified DVSA Program.~~

"Safety Planning" means the process of working with adult and child victims to develop tools in advance of potential abuse or violence for the immediate and long term safety of victims. Plans should be based on dangerousness and lethality indicators and should include the safety needs of dependents.

"Screening" means the process of determining preliminarily the nature and extent of a person's problem in order to establish service needs. At a minimum, a screening shall include a brief personal history related to abuse, a review of the individual's strengths and resources, risk factors and referral needs.

"Secondary Victim" means a person who has a relationship with the primary victim.

"Self Determination" means the right to make one's own choices.

"Service Agreement" means a written agreement between two or more service agencies or service agencies and individual service providers that defines the roles and responsibilities of each party. The purpose of service agreements is to promote coordination and integration of service programs for the purpose of curbing fragmentation and unnecessary service duplication in order to assure a continuation of services.

"Service Note" means documentation of the time, date, location, and description of services offered or provided, and signature, including electronic signature, of staff or volunteer offering or providing the services.

"Service Plan" means a plan of action developed and agreed upon by the client and service provider that contains service appropriate goals and objectives for the client.

"Sexual Assault" means a range of behaviors, including but not limited to rape, attempted rape, sexual battery, sex trafficking, sexual abuse of children, sodomy, and sexual harassment.

"Sexual Assault Services" means personal advocacy and support services provided to primary and secondary victims of rape and sexual assault.

"Shelter for Dependents" means a certified residential living arrangement in a secure setting with support and advocacy services provided by qualified staff for any dependents of the primary abuse victim of domestic violence, sexual assault and stalking.

"Shelter Services" means a certified residential living arrangement in a secure setting with support and advocacy services provided by qualified staff for victims of domestic violence, sexual assault and stalking and their dependents.

"Short Term Emergency Shelter" means temporary residential sites which are provided to immediately remove domestic violence, stalking or sexual assault victims and their dependents from danger. Sites might include hotel/motel or other sites as appropriate.

"Staff" means personnel who function with a defined role in the program whether full-time, part-time or contracted.

"Staff and Volunteer Education" means a structured, formal process by which information is delivered to or received by staff or volunteers for orientation purposes, enhancement of service procedures, ongoing in-service, or accreditation for professional/contractual requirements.

"Stalking" means a course of conduct directed at a specific person that would cause a reasonable person to feel fear.

"Substance Abuse Services" means the assessment and treatment of diagnosable substance abuse and dependence disorders, as defined by current DSM criteria, by qualified alcohol and drug treatment professionals.

"Support" or **"Supportive Services"** means the provision of direct services to primary and secondary victims and their dependents for the purposes of preventing further violence, helping such victims to gain access to civil and criminal courts and other community services, facilitating the efforts of such victims to make decisions concerning their lives in the interest of safety, and assisting such victims in healing from the effects of violence.

"Transitional Living Services" means temporary, independent living programs with support services provided by the staff or volunteers of the sponsoring domestic violence, sexual assault and stalking program. These services are extensions of domestic violence shelter services to victims of domestic violence, sexual assault or stalking and their dependents. These services permit victims to develop their financial capacity and other means to live independently.

"Transitional Living Services for Dependents" means temporary, independent living programs with support services provided by the staff or volunteers for dependents of a primary abuse victim of domestic violence, sexual assault and stalking.

"Trauma-informed services" means a service approach that recognizes the impact of trauma and acknowledges its role in the lives of primary and secondary victims and their dependents.

"Travel" means transporting individuals to access needed services.

"Universal precautions for transmission of infectious diseases" means those guidelines promulgated by the U.S. Occupational Health and Safety Administration that are designed to prevent the transmission of Human Immunodeficiency Virus, hepatitis and other infectious diseases.

"Update" means a dated and signed review of a report, plan or program with or without revision.

"Voluntary Services" means a program shall not mandate participation in supportive services as a condition of shelter residency or emergency services (Family Violence Prevention and Services Act, 42 U.S.C. 10408)

"Volunteer" means any person who is not on the program's payroll, but provides either indirect or direct services and fulfills a defined role within the program, including interns and practicum students.

SUBCHAPTER 2. DOMESTIC VIOLENCE AND SEXUAL ASSAULT PROGRAMS

75:15-2-4. Safe Home program [REVOKED]

~~(a) All Safe Home programs shall comply with section 75:15-2-1 and the following:~~

~~(1) The program shall offer confidential housing 24 hours a day, 365 days a year.~~

~~(2) Certified DVSA providers that have a formal agreement for a Safe Home shall:~~

~~(A) assure that each Safe Home offers residents with access to minimum necessities including bedding, clothing, articles for grooming and personal hygiene, and food;~~

~~(B) develop and disseminate to Safe Home providers and residents written rules, policies and procedures that include admission and exit criteria, including security measures;~~

~~(C) have written procedures for monitoring Safe Homes to ensure that the homes meet standards for cleanliness and safety;~~

~~(D) offer orientation to all clients and require they sign a contract acknowledging they have read and understand the rules of their stay;~~

~~(E) assign an advocate or liaison for clients. This person, or a crisis line staff or volunteer, shall be available for emergencies and support at all times; and~~

~~(F) offer at least one 30 minute face-to-face service contact per week with each Safe Home resident.~~

~~(b) The program shall establish criteria to screen potential Safe Home providers. Screening will include an application with references, an interview and a site visit. Each Safe Home will be reassessed annually.~~

~~(c) All Safe Homes must be supervised by the certified program, who will conduct on-site observations at least monthly when clients are in residence.~~

~~(d) The certified program shall have a written agreement with each Safe Home provider that outlines specific responsibilities of both the program and the provider to include expectations and limitations (e.g., no babysitting or individual advocacy) and compliance with confidentiality. The agreement shall clearly state that the program will not be held liable for damage incurred by the Safe Home provider. Both parties will sign the agreement.~~

~~(e) Compliance with 75:15-2-4 shall be determined by a review of program policies and procedures, client records, on-site observations, written agreements, and/or other program documentation.~~

75:15-2-5. Crisis intervention services

(a) All certified DVSA programs shall offer crisis intervention services which include:

(1) Twenty-four (24) hour crisis telephone services staffed by trained staff or volunteers, and 24-hour immediate, direct access to crisis advocates. ~~Pagers, answering machines or answering services that do not offer immediate access to a crisis advocate shall not be sufficient to meet this requirement~~ Technology or services that do not offer immediate access to a crisis advocate shall not be sufficient to meet this requirement;

(2) Emergency housing such as hotel or motel available for victims and their dependent(s);

- (3) Arrangement for safe shelter, food, clothing, and incidentals needed by victim/dependents;
 - (4) The program shall provide twenty-four (24) hour emergency transportation or access to shelter, to and from SANE exams or other emergency services. Additionally, transportation shall be offered for ~~necessary services~~ other services necessary for victim safety. This shall not require service providers to be placed in a situation that could result in injury;
 - (5) Cooperation with law enforcement to offer assistance to the victim and accompanying dependent(s). Programs should ensure victims are educated about participating in the legal prosecution of their offenders and that an appropriate release or waiver may be necessary;
 - (6) Provision of advocacy and referral to assist victims in obtaining needed services or resources;
 - (7) ~~Foreign language~~ Language interpretation; and
 - (8) Follow-up services shall be offered to all victims if victim safety is not compromised.
- (b) Group and/or individual counseling or support services shall be made available before or after normal business hours (8:00 a.m. to 5:00 p.m.), if needed by clients. These services shall minimally offer the following:
- (1) A facility with offices and individual and group counseling space to offer services;
 - (2) Advocacy services, both in person and by ~~telephone~~ telecommunication, either in the locations of other community services and systems, or in the program's offices. Other locations include but are not limited to those necessary to provide court advocacy services to clients; and
 - (3) Service approaches shall focus on the empowerment of victims to access needed resources and to make healthy and safe decisions for themselves and dependents.
- (c) Programs shall maintain at a minimum the following client resources:
- (1) Service agreements with community service providers for client services, which shall be renewed every three (3) years. If unable to establish a service agreement, attempts shall be documented;
 - (2) A resource document of local, area, or state resources to facilitate referrals for clients; and
 - (3) For agencies that do not have a behavioral health professional on staff, the agency shall maintain an updated list of identified behavioral health professionals in their community who treat clients with related trauma and need mental health or substance abuse services.
- (d) Compliance with 75:15-2-5 shall be determined by a review of program policies and procedures, client records, on-site observations, written agreements, and/or other program documentation.

SUBCHAPTER 5. CLIENT RECORDS AND CONFIDENTIALITY

75:15-5-3.1. Record content - service specific

- (a) Client records for specific services shall conform to the following:
- (1) **Shelter Services:**
 - (A) On a client's entry to the shelter, staff or volunteer shall record the client's name, emergency contact person(s) and any referral for medical or emergency services. This information may be a part of the full intake interview if the full intake is done on entering the shelter. An evidence-based, dangerousness assessment and safety planning shall be offered to be done at this time;
 - (B) Shelter clients shall be offered the full intake interview and screening within forty-eight (48) hours of entry into the shelter. If a client declines to participate with intake process, staff or volunteer shall document offer of services;
 - (C) Service plans shall be offered and completed within five (5) business days of the shelter client's entry to the shelter. If a client declines to participate with the formation of a service plan, staff or volunteer shall document offer of services;
 - (D) The service plan shall be offered to be reviewed and updated at least every two (2) weeks. If the client declines to review the service plan, staff or volunteer shall document offer of services;
 - (E) The client's service plan shall be offered to include components which address the needs of each child accompanying the client. If the client declines to add components for their children, staff or volunteer shall document offer of services;
 - (F) The service plan shall be offered to include safety issues for client and children. If the client declines to include safety issues, staff or volunteer shall document offer of services, and
 - (G) A daily note.
 - (2) **Crisis Intervention Services:**
 - (A) All face-to-face contacts with clients are documented and contacts with persons not receiving additional services shall be offered and documented. Documentation shall minimally include the following:
 - (i) Staff/Volunteer Name and signature;
 - (ii) Date, time, length, and location of intervention;
 - (iii) Safety planning based on risk;
 - (iv) Client's name, age, race, county of residence, and contact number if given;

- (v) Protective order information if applicable;
- (vi) Personnel involved such as police, hospital, etc.;
- (vii) Summary of contact including injuries observed and services requested;
- (viii) Follow-up services shall be offered to all victims if victim safety is not compromised; and
- (ix) Outcome.

- (B) All telephone contacts shall be documented. Documentation shall minimally include the following:
- (i) Staff/Volunteer name;
 - (ii) Date, time and length of call;
 - (iii) Safety planning based on risk;
 - (iv) Caller's name and contact number, if given however, no caller shall be required to give a name, phone number or any other identifying information as a condition to receive information or domestic violence, sexual assault or stalking services;
 - (v) Summary of the call including services needed and offered;
 - (vi) Outcome; and
- (C) Contact information is kept by the program.
- (D) Clients to be transported to shelter facilities shall be screened before the shelter referral is made. If the client is in immediate danger, or no safe housing is available, this screening may be initially waived. If the screening is waived, documentation shall reflect the reason(s) and the notification of such to the shelter.

(3) Counseling, Support and Advocacy Services:

- (A) An assessment of the client's needs shall be completed by the third (3rd) counseling or advocacy session. If a client declines to participate staff or volunteer shall document offer of services;
- (B) A service plan shall be completed by the fifth (5th) advocacy or counseling session. If a client declines to participate staff or volunteer shall document offer of services; and
- (C) A service plan review and update shall be completed at a minimum of once every six (6) months. If a client declines to participate staff or volunteer shall document offer of services;

(4) Sexual Assault Services:

- (A) For victims who continue in support or counseling sessions, a service plan shall be developed by the fifth (5th) visit. If a client declines to participate staff or volunteer shall document offer of services; and
- (B) Service plans shall be reviewed and updated at a minimum of once every six (6) months. If a client declines to participate staff or volunteer shall document offer of services.

(5) Transitional Living Services:

- (A) A service plan including safety issues for the client and dependents shall be developed within five (5) business days of the client moving in; and
- (B) The service plan shall be reviewed and updated at least every ninety (90) days.

(6) Safe Home Services

- (A) A service plan that includes goals agreed upon by the client and sponsoring family shall be developed within five (5) business days of the client moving in. On a client's entry to the Safe Home, the safe home provider shall record the client's name, emergency contact information, and pertinent medical information;
- (B) Safe Home clients shall receive a full intake interview and screening by program staff or volunteer within twenty-four (24) hours of admission or by the first business day following admission;
- (C) A service plan shall be developed within five (5) business days of the client's entry to the Safe Home; and
- (D) All records regarding the client shall be retained in the client's record at the sponsoring program.

(b) Where required information is not obtained, efforts to comply with the requirements of this subsection shall be documented in the client record.

(c) Compliance with 75:15-5-3.1 shall be determined by a review of client records, policy and procedures, call logs, and/or other supporting documentation.

75:15-5-4. Client confidentiality

(a) The DVSA program ~~must~~shall comply with both state and federal laws governing confidentiality and any exceptions to those laws.

(1) State Law: Case or client records, files or notes, of a DVSA program shall be confidential and shall only be released under certain prescribed conditions (74 O.S. § 18p-3):

- (A) The case records, case files, case notes, client records, or similar records of a domestic violence or sexual assault program certified by the Attorney General or of any employee or trained volunteer of a program regarding an individual who is residing or has resided in such program or who has otherwise utilized or is utilizing the services of any domestic violence or sexual assault program or counselor shall be confidential and shall not be disclosed;
- (B) For purposes of this subsection, the term "client records" shall include, but not be limited to, all communications, records, and information regarding clients of domestic violence and sexual assault

programs; and

(C) The case records, case files, or case notes of programs specified in paragraph 1 of this subsection shall be confidential and shall not be disclosed except with the written consent of the individual, or in the case of the individual's death or disability, of the individual's personal representative or other person authorized to sue on the individual's behalf or by court order for good cause shown by the judge in camera.

(2) Federal Law:

(A) The Violence Against Women Act universal grant conditions regarding confidentiality, Section 3 of VAWA, 34 USC §12291(b)(2) provides, in part: In order to ensure the safety of adult, youth, and child victims of domestic violence, dating violence, sexual assault, or stalking, and their families, grantees and subgrantees shall protect the confidentiality and privacy of persons receiving services. Grantees and subgrantees shall not: disclose, reveal, or release any personally identifying information or individual information collected in connection with services requested, utilized, or denied through grantee and subgrantee programs, regardless of whether the information has been encoded, encrypted, hashed or otherwise protected; or disclose, reveal, or release individual client information without the informed, written, reasonably time-limited consent of the person (or in the case of an unemancipated minor, the minor and the parent or guardian or in the case of legal incapacity, a court-appointed guardian) about whom information is sought, whether for this program or any other Federal, State, tribal, or territorial grant program, except that consent for release may not be given by the abuser of the minor, incapacitated person, or the abuser of the other parent of the minor. If a minor or a person with a legally appointed guardian is permitted by law to receive services without the parent's or guardian's consent, the minor or person with a guardian may release information without additional consent. If release of information is compelled by statutory or court mandate, grantees and subgrantees shall make reasonable attempts to provide notice to victims affected by the disclosure of information and take steps necessary to protect the privacy and safety of the persons affected by the release of the information. In no circumstances may an adult, youth, or child victim of domestic violence, dating violence, sexual assault, or stalking be required to provide a consent to release identifying information as a condition of eligibility for the services provided.

(B) The Family Violence Prevention and Services Act universal grant conditions on confidentiality, 42 USC 10401 et seq. provides, in part: Personally identifying information. The term personally identifying information has the meaning given the term in the Violence Against Women Act. In order to ensure the safety of adult, youth, and child victims of family violence, domestic violence, or dating violence, and their families, grantees and subgrantees under this title shall protect the confidentiality and privacy of such victims and their families. Subgrantees shall not disclose any personally identifying information collected in connection with services requested (including services utilized or denied), through grantee and subgrantee programs; or reveal personally identifying information without informed, written, reasonably time-limited consent by the person about whom information is sought, whether for this program or any other Federal or State grant program, which consent shall be given by the person, except in the case of an unemancipated minor, the minor and the minor's parent or guardian; or in the case of an individual with a guardian, the individual's guardian; and may not be given by the abuser or suspected abuser of the minor or individual with a guardian, or the abuser or suspected abuser of the other parent of the minor. If release of information is compelled by statutory or court mandate grantees and subgrantees shall make reasonable attempts to provide notice to victims affected by the release of the information; and grantees and subgrantees shall take steps necessary to protect the privacy and safety of the persons affected by the release of the information.

(C) Victims of Crime Act regulations on confidentiality applying to grantees, 28 CFR §94.115 provides in part: Sub-recipients of VOCA funds shall, to the extent permitted by law, reasonably protect the confidentiality and privacy of persons receiving services under this program and shall not disclose, reveal, or release any personally identifying information or individual information collected in connection with VOCA-funded services requested, utilized, or denied, regardless of whether such information has been encoded, encrypted, hashed, or otherwise protected; or individual client information, without the informed, written, reasonably time limited consent of the person about whom information is sought, except that consent for release may not be given by the abuser of a minor, incapacitated person, or the abuser of the other parent of the minor. If a minor or a person with a legally appointed guardian is permitted by law to receive services without a parent's (or the guardian's) consent, the minor or person with a guardian may consent to release of information without additional consent from the parent or guardian. If release of information is compelled by statutory or court mandate, SAAs or sub-recipients of VOCA funds shall make reasonable attempts to provide notice to victims affected by the disclosure of the information, and take reasonable steps necessary to protect the privacy and safety of the persons affected by the release of the information.

(D) Housing Assistance Emergency Solutions Grants, at 42 U.S.C. § 11375 (c)(5), require recipients to develop and implement procedures to ensure confidentiality of records pertaining to any individual provided family violence prevention or treatment services under this part and that the address or location of the family

violence shelter project assisted under this part will not be made public without written authorization of the person or persons responsible for the operation of such shelter; and
 (E) Stewart B. McKinney Homeless Assistance Act, at 42 U.S.C. § 1130163, mandates that any victim service provider that is a recipient or subgrantee shall not disclose for purposes of the Homeless Management Information System (HMIS) any personally identifying information about any client. Subgrantees may be required to disclose for purposes of HMIS non-personally identifying information that has been de-identified, encrypted, or otherwise encoded. The Violence Against Women Act also contains a provision that specifies a domestic violence program provider shall not disclose any personally identifying information about any client to the Homeless Management Information System (HMIS).

(b) Compliance with 75:15-5-4 shall be determined by a review of the program's policies and procedures; and on-site observation of the handling and review of client records.

75:15-5-4.1. Waiver of Confidential Information

(a) For a waiver of confidentiality to be valid, it ~~must~~shall:

- (1) Be voluntary;
- (2) Relate only to the participant or the participant's dependents;
- (3) Clearly describe the scope and any limitations of the information to be released;
- (4) Include an expiration date;
- (5) Inform the participant that consent can be withdrawn at any time, orally or in writing;
- (6) Programs ~~may~~shall only share the specific information the client allows in the release. The client gets to choose when, how and what personal information will be shared, or not shared, and with whom;
- (7) Even when a court mandate requires the program to disclose or release information about the client, the program ~~may~~shall only share the minimum information necessary to meet the statutory or court mandate; and
- (8) The program/agency shall notify the victim of any disclosure and to continue taking steps to protect the victim's safety and privacy.

(b) A valid written release form for disclosure of client information shall have, at a minimum, the following elements:

- (1) the specific name or general designation of the program or person permitted to make the disclosure;
- (2) the name and title of the individual, agency or organization to which disclosure is to be made;
- (3) the name of the client whose records are to be released;
- (4) the purpose of the disclosure;
- (5) a description of the information to be disclosed;
- (6) the dated signature of the client or authorized representative or both when required;
- (7) a statement of the right of the client to revoke the release in writing and a description of how the client may do so; and
- (8) an expiration date, specified event or condition which, if not revoked before, shall ensure the release will last no longer than reasonably necessary to serve the purpose for which it is given. The reasonableness of this time period will depend on the specific situation.

(c) ~~"In the event of my death"~~Legacy clause: Some programs have chosen to talk with clients about the lethality of domestic violence and ask if they would like the program to share information with ~~police, prosecutors, the Oklahoma Fatality Review Board, or others~~ the client may indicate in the event that the client dies (due or not due to DV). ~~Because clients may have to sign multiple releases, programs~~Programs shall have the ~~"in the event of my death"~~"legacy clause" exception on a different form.

(d) The program shall have written policies and procedures to ensure confidentiality of client information and identity and shelter location and govern the disclosure of information, including verbal disclosure, contained in client records. When a client record is established, the program shall discuss the confidentiality requirements with each client and maintain documentation in the client record that they have reviewed the circumstances under which confidential information may be revealed.

(e) Compliance with 75:15-5-4.1 shall be determined by a review of the program's policies and procedures; and on-site observation of the handling and review of client records.

75:15-5-7. Shelter Policy on Medications

(a) The shelter shall seek to afford shelter residents with the greatest possible privacy and autonomy in regard to their medication, while also providing a safe shelter environment, as follows:

- (1) Staff and volunteers shall not dispense medication or require residents to request their medication;
- (2) The shelter will provide every resident with an individual locking box, locker, or locking cabinet ("locked space") for storage of medications and valuables or lock the clients' medication in a safe but accessible location;
- (3) The shelter will not limit or monitor the client's access to the client's medication;
- (4) If a client indicates that ~~she~~he or she needs access to refrigerated storage space, the shelter will provide refrigerated storage space in the manner that provides the greatest possible privacy and autonomy; and
- (5) The shelter shall have a policy for the disposal of unused or abandoned medication or other substances.

(b) Safety Agreement: During a resident's stay at shelter, the client shall be asked to make sure that any medications the client has are safely secured. The shelter will ask every resident to sign an agreement that the client will store any medications in the client's individual locking box, locker, or locking cabinet provided, or if it is one requiring refrigeration, as otherwise provided. The agreement will provide that residents who have medications that must be taken in the event of a medical emergency may carry them on their person (e.g., in a fanny pack).

(c) Compliance with 75:15-5-7 shall be determined by a review of the program's policies and procedures, and on-site observation.

SUBCHAPTER 7. PHYSICAL ENVIRONMENTS

75:15-7-6. Program environment

(a) The program environment shall meet the following conditions:

- (1) The facility shall be accessible by an all-weather road;
- (2) The facility shall have adequate space in which to carry out the program's goals and objectives, including outdoor areas and equipment when appropriate;
- (3) The facility shall have heating and air conditioning equipment adequate to maintain the temperature in areas utilized by clients at between 65°F and 85°F;
- (4) The facility shall have adequate ventilation and air circulation provided in the facility to assure an environment that will be comfortable for the clients;
- (5) The facility shall have water from an approved tested potable source;
- (6) The facility shall have, at minimum, a commode and lavatory facility. The privacy of individuals shall be assured while using these facilities;
- (7) All doors, including those for each closet, bedroom, bathroom, and office, shall be easily opened from both sides;
- (8) Smoking shall not be allowed in any indoor portion of any facility;
- (9) Facility sanitation shall be maintained to prevent offensive odors and insect infestation.
- (10) All facilities shall have emergency backup lighting;
- (11) Telephones shall be provided for the convenience of the staff or volunteers, and the necessary accommodation of the clients. ~~Pay telephones only are not acceptable;~~
- (12) There shall be written policies and procedures addressing the use of any outdoor recreational space, including required supervision and the safety of children;
- (13) Toxic materials and dangerous substances, such as toxic cleaners, insecticides, and matches shall be stored in a non-client area, locked space where they are not accessible to children;
- (14) Combustible materials shall be stored in locked non-flammable containers; and
- (15) The Poison Control Center's toll-free telephone number shall be posted and visible to staff, volunteers and clients at all times.

(b) Compliance with 75:15-7-6 shall be determined by a review of program policies and procedures, staff, volunteer and client interviews, and on-site observation.

75:15-7-8. Program environment, Safe Home services program [REVOKED]

(a) ~~All Safe Home services programs shall comply with section 75:15-7-6 (a) (1)-(11) and the following:~~

- ~~(1) The facility shall have, at minimum, a commode, lavatory, and bathing facility at a ratio of one (1) for every eight (8) persons, including infants and children. The privacy of individuals or families shall be assured while using these facilities;~~
- ~~(2) Written policies and procedures shall address the secure handling and storage of client medications, including policy to document client access to medication;~~
- ~~(3) The Safe Home shall be secured by double locks or locking devices such as chains, bolts, etc., on ground floor doors which meets state and local fire code inspection. When key-locked deadbolts are used, the location of the keys must be identified and readily accessible; and~~
- ~~(4) All outdoor openings such as windows shall be covered for privacy.~~

~~(b) Compliance with 75:15-7-8 shall be determined by a review of program policies and procedures, provider and client interviews where appropriate, and on-site observation.~~

SUBCHAPTER 13. PERSONNEL AND VOLUNTEERS

PART 3. TRAINING

75:15-13-20.2. In-service and ongoing training for personnel and volunteers

(a) A certified program shall have policies and procedures mandating, at the minimum, sixteen (16) hours of annual training of all staff which shall include:

- (1) Confidentiality, to include verbal confidentiality, whether inside or outside the facility and client records;
- (2) Facility safety and disaster plans;
- (3) First aid kits and fire extinguishers, their location, contents, and use;
- (4) Universal precautions;
- (5) Client rights;
- (6) Legal and ethical issues; and
- (7) The remaining hours of annual training shall be related to domestic violence, sexual assault, stalking, batterers' intervention and administration as prescribed and approved by the Executive Director.

(b) A certified program shall have policies and procedures mandating a minimum of 16 hours annual training of all volunteers providing direct services related to domestic violence, sexual assault, and stalking as prescribed and approved by the Executive Director.

(c) Staff and volunteers who provide indirect services and do not meet the requirements for staff and volunteers providing direct services as defined in OAC 75:15-1-2 shall receive annual training as prescribed by the Executive Director, but do not have a minimum number of training hours required.

(d) Documentation of training must include the topic of the training, the name of the trainer(s), the date of the training, the length of the training session, the sponsor of the training, and approval of the training by the Executive Director of the agency.

~~(e) A Certified Domestic and Sexual Violence Response Professional in good standing with the Oklahoma Coalition Against Domestic Violence and Sexual Assault (OCADVSA) shall be deemed to be current with annual training requirements upon completion of required annual training set forth in subsection (a) above. A copy of the current certification card issued by the OCADVSA shall be evidence of good standing.~~

~~(f)~~(e) Compliance with 75:15-13-20.2 shall be determined by a review of policies and procedures; review of training records and other provided documentation of personnel training; and a review of personnel or volunteer records.

75:15-13-27. Provider training, Safe Home services [REVOKED]

~~(a) Prior to providing any direct services, all Safe Home providers shall receive the prescribed orientation training in 75:15-13-20.1.~~

~~(b) The program shall have policies and procedures mandating a minimum of four (4) hours annual training for Safe Home providers.~~

~~(c) Compliance with 75:15-13-27 shall be determined by:~~

- ~~(1) Review of program's policies and procedures; and~~
- ~~(2) Review of program's training records.~~

SUBCHAPTER 17. CLIENTS RIGHTS

75:15-17-4. Client grievance policies and procedures

(a) Each program shall have a written client grievance policy providing for, but not limited to, the following:

- (1) Written notice of the grievance and appeal procedure provided to the client; and, if involved with the client, to family members or significant others;
- (2) Time frames for the grievance policy's procedures, which allow for an expedient resolution of client grievances as follows:
 - (A) Transitional living; ~~and~~ shelter services; ~~and Safe Home~~ timeframes for resolution of grievances by program staff or volunteers shall be seven (7) days unless appealed; and
 - (B) Non-transitional living and non-shelter services timeframes for resolution of grievances by program staff or volunteers shall be fourteen (14) days unless appealed;
- (3) Name(s) of the individual(s) who are responsible for coordinating the grievance policy and the individual responsible for or with the authority to make decision(s) for resolution of the grievance. In the instance where the decision maker is the subject of a grievance, decision-making authority shall be delegated;
- (4) Provide for notice to the client that he or she has a right to make a complaint to the ~~OAG Victims Services Unit~~ VASU;
- (5) Clients shall be given a copy of the grievance policy, including the right to make a complaint to the OAG, and the provision of such shall be documented in the client record, including the phone number, mailing address, and email address of the ~~Victims Services Unit of the Office of the Attorney General~~ VASU;
- (6) Mechanism to monitor the grievance process and improve performance based on outcomes; and
- (7) Annual review of the grievance policies and procedures, with revisions as needed.

(b) Compliance with 75:15-17-4 shall be determined by a review of program policies and procedures, client records, on-site observation, written agreements, and/or other program documentation.

SUBCHAPTER 18. CODE OF PROFESSIONAL ETHICS

75:15-18-1. Applicability

This section is applicable to domestic violence, sexual assault and stalking programs and shelters certified by the OAG pursuant to 74 O.S. §§ 18p-1–18p.6.

75:15-18-2. Code of Professional Ethics

(a) Employees and volunteers of domestic violence, sexual assault, and stalking programs certified pursuant to 74 O.S. §§ 18p-1–18p-6 have an ethical obligation to their clients.

(b) Each program shall adopt a written Code of Professional Ethics. The Code shall encompass behavioral expectations and underlying philosophy set forth in subchapter 1, section 1.1 of this Chapter.

(c) At minimum, the Code of Professional Ethics shall include the following ethical standards:

(1) Confidentiality and Privacy, including legal and ethical obligations to clients with respect to internal and external entities;

(2) Guiding Values, including empowerment and autonomy, self-determination, integrity, compassion, empathy, non-judgment, respect for people’s rights and dignity, and client-centered practice;

(3) Professional Competence, including knowledge, skills, experience, evidence-based and trauma-informed practices, cultural responsiveness, ongoing education, scope of competence, and duty to report the unethical conduct of colleagues to supervisors;

(4) Professional-Client Relationships, including boundaries, and conflicts of interest; and

(5) Social Responsibility, including non-discrimination, and fostering anti-oppressive, equitable, inclusive, safe, trauma responsive, non-violent environments.

(d) Compliance with this section shall be determined by a review of the written program policies and procedures, personnel files, training records, and/or other program documentation.

SUBCHAPTER 18. CODE OF PROFESSIONAL ETHICS

75:15-18-1. Applicability

This section is applicable to domestic violence, sexual assault and stalking programs and shelters certified by the OAG pursuant to 74 O.S. §§ 18p-1–18p.6.

75:15-18-2. Code of Professional Ethics

(a) Employees and volunteers of domestic violence, sexual assault, and stalking programs certified pursuant to 74 O.S. §§ 18p-1–18p-6 have an ethical obligation to their clients.

(b) Each program shall adopt a written Code of Professional Ethics. The Code shall encompass behavioral expectations and underlying philosophy set forth in subchapter 1, section 1.1 of this Chapter.

(c) At minimum, the Code of Professional Ethics shall include the following ethical standards:

(1) Confidentiality and Privacy, including legal and ethical obligations to clients with respect to internal and external entities;

(2) Guiding Values, including empowerment and autonomy, self-determination, integrity, compassion, empathy, non-judgment, respect for people’s rights and dignity, and client-centered practice;

(3) Professional Competence, including knowledge, skills, experience, evidence-based and trauma-informed practices, cultural responsiveness, ongoing education, scope of competence, and duty to report the unethical conduct of colleagues to supervisors;

(4) Professional-Client Relationships, including boundaries, and conflicts of interest; and

(5) Social Responsibility, including non-discrimination, and fostering anti-oppressive, equitable, inclusive, safe, trauma responsive, non-violent environments.

(d) Compliance with this section shall be determined by a review of the written program policies and procedures, personnel files, training records, and/or other program documentation.