

DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

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TITLE: EMPLOYEE CONDUCT 17.02.08

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**AUTHORITY** [42 C.F.R. 483.450](#) *Client Behavior and Facility Practices*  
[42 C.F.R. 483.10](#) *Resident Rights*  
[Chapter 71A.20 RCW](#) *Developmental Disabilities-Residential Habilitation Centers*

**REFERENCE** [DDA Policy 5.06](#) *Client Rights*

**DEFINITIONS**

**Conduct** means how an RHC employee interacts with a client.

**Self-Determination** means free choice of one's own acts and decisions without external coercion or direction.

**Self-Management** means control of one's own routine and daily responsibilities.

**PURPOSE**

To establish requirements and expectations for how Residential Habilitation Center (RHC) employees interact with clients.

**SCOPE**

This procedure applies to all RHC employees, contractors, volunteers, interns, and work-study students.

**PROCEDURES**

A. **Employee Conduct**

To promote a client's growth, development, and independence, all RHC employees must:

1. Support the client's independence, while also supporting the client to learn new adaptive and functional skills;
2. Support the client to maintain skills and independence as much as possible also considering any degenerative diseases that may impact their ability to learn new skills;
3. Interact with clients in a consistent, positive, and professional manner.
4. Hold a conversation privately if it is about a client or the client's care;
5. Discuss any concerns with a client in a positive and private manner;
6. Encourage the client, and model how, to interact with others in a manner that promotes positive socialization;
7. Provide reasonable safeguards to prevent a client's injury while promoting their independence;
8. Support the client's daily decision-making, emphasizing self-determination and self-management without external coercion or direction to the greatest extent possible;
9. Respect the client's right to have both freedom of movement and normal access to their body while protecting privacy and promoting dignity; and
10. Refrain from interacting with the client in a way that is known to create a conflict.

**B. Client Involvement**

1. All clients may participate in the development of policies and procedures, including house rules, about conduct.
2. House rules must not violate client rights.
3. House rules must not replace a client's individualized programs or plans.
4. Policies and procedures about conduct, including house rules, must be available in the residential and the program areas. Paper copies are available upon request.

**C.**

**Facility Responsibility**

The RHC management must:

1. Ensure employees complete required training and understand client rights.
2. Follow due process before implementing a restrictive procedure.
3. Ensure that employees protect and promote client rights while the client is in the RHC's care.

**SUPERSESION**

RHC Standard Operating Procedure 102.2, *Employee Conduct*  
Issued May 15, 2018

Approved:



Deputy Assistant Secretary  
Developmental Disabilities Administration

Date: May 15, 2018<sup>1</sup>

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<sup>1</sup> This document was a standard operating procedure that was reissued as a DDA policy without substantive changes.