

## 272 CMR: BOARD OF REGISTRATION OF COMMUNITY HEALTH WORKERS

### 272 CMR 8.00: PROFESSIONAL AND ETHICAL STANDARDS OF CONDUCT FOR CERTIFIED COMMUNITY HEALTH WORKERS

#### Section

8.01: Purpose

8.02: Standards of Conduct for Certified Community Health Workers

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272 CMR 8.00 defines the standards of conduct for all Certified Community Health Workers certified by the Board of Certification of Community Health Workers.

#### 8.02: Standards of Conduct for Certified Community Health Workers

The Standards of Conduct for Certified Community Health Workers include:

- (1) Use of Title. A Certified Community Health Worker shall only identify himself or herself as a Certified Community Health Worker while in the possession of a current certificate;
- (2) Misrepresentation of Credentials. A Certified Community Health Worker shall not misrepresent his or her credentials related to the practice of community health work including, but not limited to, those indicating education, type of community health worker certification, professional experience, or any other credential related to his or her work as a community health worker.
- (3) Practice Under a False or Different Name. A Certified Community Health Worker shall engage in the practice of community health work only under the name in which such certification has been issued.
- (4) Acts within Scope of Practice. A Certified Community Health Worker shall only perform acts within the scope of community health worker practice as defined in M.G.L. c. 112, § 259 and 272 CMR 3.02.
- (5) Competency. A Certified Community Health Worker shall only assume those duties and responsibilities within his or her scope of practice and for which he or she has acquired and maintained necessary knowledge, skills, and abilities.
- (6) Responsibility and Accountability. A Certified Community Health Worker shall be responsible and accountable for his or her judgments, actions, and competency in the course of performing his or her duties as a Certified Community Health Worker.
- (7) Documentation. A Certified Community Health Worker shall make complete, accurate, and legible entries in all records required by federal, state and local laws and regulations.

- (8) Falsification of Information. A Certified Community Health Worker shall not knowingly falsify, or attempt to falsify, any documentation or information related to any aspect of certification as a community health worker, the practice of community health work, or the delivery of community health worker services.
- (9) Alteration or Destruction of Records. A Certified Community Health Worker shall not inappropriately destroy or alter any record related to his or her work as a Certified Community Health Worker.
- (10) Discrimination. A Certified Community Health Worker shall not withhold or deny care or services based on age, ancestry, marital status, sex, sexual orientation, gender identity, race, color, religious creed, national origin, diagnosis, or mental or physical disability.
- (11) Client Abuse, Neglect, Mistreatment, or Other Harm. A Certified Community Health Worker shall not abuse, neglect, mistreat, or otherwise harm a client.
- (12) Infection Control. A Certified Community Health Worker shall not place a client, himself or herself, or others at undue risk for the transmission of infectious diseases.
- (13) Client Dignity and Privacy. A Certified Community Health Worker shall safeguard a client's dignity and right to privacy.
- (14) Client Confidential Information. A Certified Community Health Worker shall safeguard client information from any person or entity, or both, not entitled to such information. A Certified Community Health Worker shall share appropriate information only as required by law or authorized by the client for the well-being or protection of the client.
- (15) Sexual Contact. A Certified Community Health Worker shall not have sexual contact with any client with whom he or she has a current community health worker/client relationship or with any former client who may be vulnerable by virtue of disability, age, illness, or cognitive ability.
- (16) Professional Boundaries. A Certified Community Health Worker shall establish and observe professional boundaries with respect to any client with whom he or she has a current community health worker/client relationship. A Certified Community Health Worker shall continue to observe professional boundaries with his or her former clients who may be vulnerable by virtue of disability, age, illness, or cognitive ability.
- (17) Exercise of Undue Influence. A Certified Community Health Worker shall not exercise undue influence on a client, including the promotion or sale of services, goods, appliances or drugs, in such a manner as to exploit the client for financial gain of the Certified Community Health Worker or third party.

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- (18) Borrowing from Clients. A Certified Community Health Worker shall not borrow money, materials, or other property from any client.
- (19) Undue Benefit or Gain. A Certified Community Health Worker shall interact with clients without undue benefit or gain to the Certified Community Health Worker or third party.
- (20) Relationship Affecting Professional Judgment. A Certified Community Health Worker shall not initiate or maintain a community health worker/client relationship that is likely to adversely affect the community health worker's professional judgment.
- (21) Advertising. A Certified Community Health Worker shall not engage in false, deceptive, or misleading advertising related to community health work.
- (22) Fraudulent Practices. A Certified Community Health Worker shall not engage in any fraudulent practice including, but not limited to, billing for services not rendered or submitting false claims for reimbursement.
- (23) Impersonation. A Certified Community Health Worker shall not impersonate another community health worker or other health care provider, or knowingly allow or enable another person to impersonate him or her.
- (24) Aiding Unlawful Activity. A Certified Community Health Worker shall not aid any person in performing any act prohibited by law or regulation.
- (25) Circumvention of Law. A Certified Community Health Worker shall not receive from, or offer, give, or promise anything of value or benefit to, any official to circumvent any federal, state and local laws and regulations.
- (26) Practice While Impaired. A Certified Community Health Worker shall not act as a community health worker while impaired.
- (27) Unlawful Acquisition and Possession of Controlled Substances. A Certified Community Health Worker shall not unlawfully obtain or possess controlled substances.
- (28) Duty to Report to the Board. A Certified Community Health Worker who directly observes another community health worker or health care professional engaged in any of the following shall report that individual to the Board:
- (a) abuse of a client;
  - (b) practice of community health work while impaired by substance use;
  - (c) diversion of controlled substances.
- (29) Violence. A Certified Community Health Worker shall not endanger the safety of the public, clients, or coworkers by making actual or implied threats of violence, or carrying out an act of violence.

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(30) Compliance with Agreements and Orders. A Certified Community Health Worker shall comply with all provisions contained:

- (a) in any agreement he or she has entered into with the Board; or
- (b) in any order issued to him or her by the Board.

REGULATORY AUTHORITY:

272 CMR 8.00: M.G.L. c. 112, §§ 108, 260