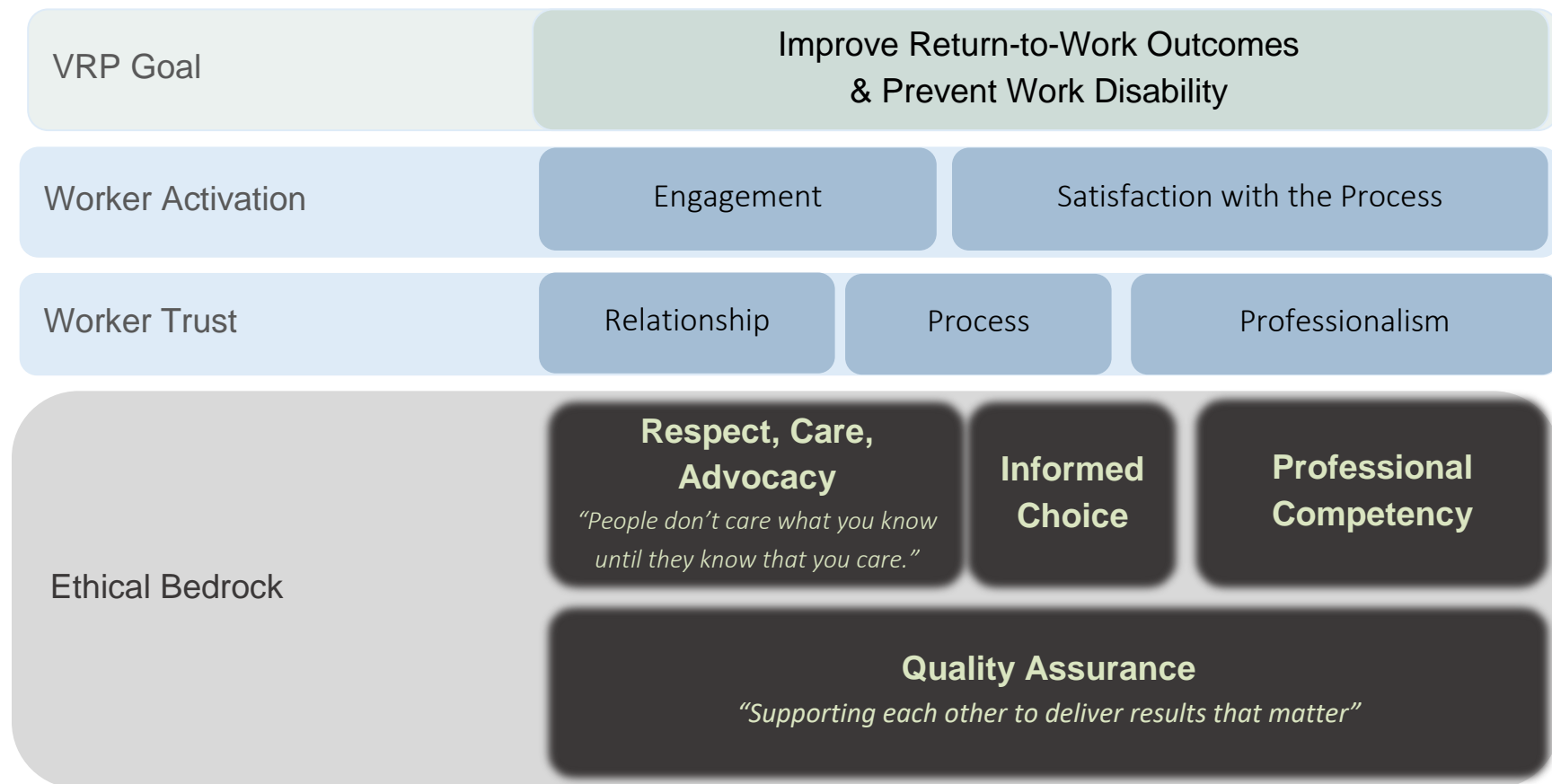


## Ethics: The bedrock of trust and engagement

*Selected quotes and paraphrasing from CRC, CDMS and ABVE Codes of Ethics that may be relevant to a human centered approach.*

### Key Elements of a Successful Counseling Relationship



# Ethics: The bedrock of trust and engagement

*Selected quotes and paraphrasing from CRC, CDMS and ABVE Codes of Ethics that may be relevant to a human centered approach.*

Principles & Values					
CRC & CDMS: "The fundamental spirit of caring and respect with which the Code is written.."					
ABVE: "I agree to abide by the following Ethical Canons..." that reflect "the fundamental spirit of respect which professionals share."					
	Applicable Principles	CRC	CDMS	ABVE	
Ethical Bedrock for Vocational Recovery	RESPECT, CARE, ADVOCACY	<p><b>Beneficence</b> - To do good to others; to promote the well-being of clients.</p> <p><b>Nonmaleficence</b> - To do no harm to others.</p> <p><b>Justice</b> – To be fair in the treatment of all clients; to provide appropriate services to all.</p>	<ul style="list-style-type: none"> <li>Respecting human rights and dignity</li> <li>Acting to alleviate personal distress and suffering</li> <li>Appreciating the diversity of human experience and appreciating cultures</li> <li>Emphasizing client strengths versus deficits</li> <li>Serving individuals holistically</li> <li>Advocating for the fair and adequate provision of services</li> </ul> <p>§A. Counseling Relationship §B. Confidentiality §C. Advocacy</p>	<p>Principle 2: Respect the integrity and protect the welfare ...with whom [you work]</p>	<p>Canon #2. Respect the integrity of individuals with whom I work...</p> <p>Canon #5. Respect the confidentiality of information obtained...</p>
	INFORMED CHOICE	<p><b>Autonomy</b> - To respect the rights of clients to be self-governing within their social and cultural framework.</p>	<ul style="list-style-type: none"> <li>Promoting empowerment through self-advocacy and self-determination</li> <li>Respectful, timely communication</li> </ul> <p>§A. The Counseling Relationship §C. Advocacy §D. Professional Responsibility</p>	<p>1.04 Explain services, assist informed decisions 2.03 Disclosure</p>	<p>Canon #1: Behave in legal, ethical, moral manner Canon #8: Competence</p>
	COMPETENCE & INTEGRITY	<p><b>Veracity</b> – To be honest.</p> <p><b>Fidelity</b> – To be faithful. To keep promises and honor the trust placed in rehabilitation counselors.</p>	<ul style="list-style-type: none"> <li>Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness</li> </ul> <p>§A. Counseling Relationship §B. Confidentiality §C. Advocacy §D. Professional Competence</p>	<p>Principle 4: Act with integrity Principle 5: Technical competency</p>	<p>Canon #1: Behave in legal, ethical, moral manner Canon #8: Competence</p>
	QUALITY ASSURANCE	<p><b>Fidelity</b> – To be faithful. To keep promises and honor the trust placed in rehabilitation counselors.</p>	<ul style="list-style-type: none"> <li>Ensuring the integrity of all professional relationships</li> <li>Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness</li> </ul> <p>§C. Advocacy §D. Professional Responsibility §E. Relationships with other Professionals</p>	<p>Principle 4: Act with integrity in dealing with other professionals. Principle 5: Keep technical competency at a level that ensures clients will receive the benefit of the highest quality of service the profession can offer.</p>	<p>Canon #1: Behave in legal, ethical, moral manner Canon #3. Relationships with colleagues ... and other ... will be conducted in the highest professional manner. Canon #7. Participate in efforts to expand knowledge needed to more effectively determine the vocational capacities of injured persons. Canon #8. Maintain my professional competencies at a level that is consistent with the services that are being offered</p>

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Ethical Theme	<b>Respect, Care, Advocacy</b> <i>“People don’t care what you know until they know that you care.”</i>		
<b>Respect, Care, Advocacy</b> empathy, communication, rights:  <i>It includes but is not limited to: respect, empathy, active listening, consideration, “cared about”, sincere, their opinion matters, not “being pushed into things”, focused on strengths, recognize what others’ value and is meaningful to them, advocate for their best interest</i>	<b>Beneficence</b> - To do good to others; to promote the well-being of clients. <b>Nonmaleficence</b> - To do no harm to others. <b>Justice</b> – To be fair in the treatment of all clients; to provide appropriate services to all.		
	CRC	CDMS	ABVE
	<b>Principles:</b> <ul style="list-style-type: none"> <li>• Respecting human rights and dignity</li> <li>• Acting to alleviate personal distress and suffering</li> <li>• Appreciating the diversity of human experience and appreciating culture</li> <li>• Emphasizing client strengths versus deficits</li> <li>• Serving individuals holistically</li> <li>• Advocating for the fair and adequate provision of services</li> </ul> <p>§A. <b>The Counseling Relationship</b> – Promote client welfare, support them towards their goals, trust is the cornerstone of counseling relationship, respect, informed choice, understand diverse cultures</p> <p>A.1 Welfare of those served</p> <p>A.1.a. Primary responsibility is respect, dignity, promote welfare</p> <p>A.2 Respect diversity</p> <p>A.3 Client rights</p> <p>A.3.c. Developmentally &amp; culturally appropriate</p> <p>A.3.e. Enlist support of others</p> <p>§B. <b>Confidentiality</b> – Trust is the cornerstone of the counseling relationship, earn trust by creating an ongoing partnership</p> <p>B. 1.a., d., &amp; e. Respect privacy, cultural diversity, confidentiality</p> <p>§C. <b>Advocacy</b> – Promote opportunity &amp; access, improve quality of life, remove barriers</p> <p>C.1.a. Address attitudinal barriers</p>	<p><b>Principle 2: Respect the integrity and protect the welfare</b> ...with whom [you work]</p> <p>1.13.a. Demonstrate respect for clients, consideration of individual clients’ ... perspectives and recognition of barriers, nondiscrimination</p>	<p><b>Canon #2: Respect integrity of those I work with -</b>                      Clarify role, competency &amp; relationship to other parties</p> <p><b>Canon #5. Confidentiality</b></p> <p><b>Canon #6.</b> Be sensitive to individual differences  <i>[this section focuses on assessment instruments]</i></p>

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Ethical Theme	Informed Choice		
<b>Informed Choice</b>  Clarity about the process/ steps. Agreement about goals and tasks. Knowing their rights leads to greater confidence in exercising their role in decision- making. Feeling part of the process.	<b>Autonomy</b> - To respect the rights of clients to be self-governing within their social and cultural framework.		
	CRC	CDMS	ABVE
	<b>Principles:</b> <ul style="list-style-type: none"> <li>● Promoting empowerment through self-advocacy and self-determination</li> <li>● Respectful, timely communication</li> </ul> <b>§A. The Counseling Relationship</b> A.1.b-e. Work together to develop plans and respect client’s right to make decisions A.3.a, b. c. Client Rights – Disclosure, informed consent [clients need information], communication tailored to ability & culture <b>§C. Advocacy</b> – Promote opportunity and access, improve quality of life, remove barriers C.1.b. Empowerment – Provide information, understand their rights, speak for themselves, make informed decisions C.1.c. Organizational advocacy for clients C.1.d. Obtain client consent before advocating <b>§D. Professional Responsibility</b> - Open, honest, accurate communication	<b>Principle 2: Respect the integrity and protect the welfare ...with whom [you work]</b>  1.04 Explain services, assist informed decisions 2.03 Disclosure	<b>Canon #1: Behave in legal, ethical, moral manner</b> R.1.2. Facilitate honest, open communication, reasonable expectations R.1.4 Not engage in acts of omission, dishonest, deceitful R.1.7. Respect rights and reputation  <b>Canon #2: Respect integrity of those I work with</b> R.2.1. Disclosure of conflicts, limitations R.2.2. Don’t misrepresent role or competency

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Ethical Theme	<b>Competency and Integrity</b>		
<b>Competency and Integrity</b>  Knowledge of jobs, motivation, etc. leads to better outcomes for vocational recovery. Follow through increases trust. Address issues early.	<b>Veracity</b> – To be honest. <b>Fidelity</b> – To be faithful. To keep promises and honor the trust placed in rehabilitation counselors.		
	CRC	CDMS	ABVE
	<b>Principles:</b> <ul style="list-style-type: none"> <li>Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness</li> </ul> <b>§A. The Counseling Relationship</b> <ul style="list-style-type: none"> <li>A.3.a. Client Rights – Disclosure</li> <li>A.3.b. Informed consent – ensure clients are advised of consequences</li> </ul> <b>§B. Confidentiality</b> – Trust is the cornerstone of the counseling relationship, earn trust by creating an ongoing partnership <b>§C. Advocacy</b> <ul style="list-style-type: none"> <li>C.1.f. Professional ability, knowledge about the laws, benefit systems</li> <li>C.1.g. Provide accurate &amp; timely information about resources, benefits, etc.</li> </ul> <b>§D. Professional Responsibility</b> - Open, honest, accurate communication <ul style="list-style-type: none"> <li>D.1.b. Make effort to ensure competence of work</li> <li>D.1.e. Monitor effectiveness and improve performance</li> <li>D.1.f. Maintain competence, keep current [continuing education]</li> <li>D.2.a. Develop and maintain cultural competency</li> </ul>	<b>Principle 4: Act with integrity</b>  <b>Principle 5: Technical competency</b>  1.01 & 1.02 Do not misrepresent role or competence	<b>Canon #1: Behave in legal, ethical, moral manner</b> R1.4. Don't be dishonest, deceitful, fraudulent R2.2 Do not misrepresent role or competency R2.4 Clarify nature of relationships  <b>Canon #8: Competence</b> R8.1 Function within role and competence R8.2. Strive to provide the highest quality services, ensure ongoing competency

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Ethical Theme	<b>Quality Assurance</b> <i>“Supporting each other to deliver results that matter”</i>		
Quality assurance includes, but is not limited to:  <i>Support each other and improve results for workers. Consistently deliver desired results through proactive design and continuous improvement.</i>	<b>Fidelity</b> – To be faithful. To keep promises and honor the trust placed in rehabilitation counselors.		
	<b>CRC</b>	<b>CDMS</b>	<b>ABVE</b>
	<b>Principles:</b> <ul style="list-style-type: none"> <li>Ensuring the integrity of all professional relationships</li> <li>Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness</li> </ul> <b>§C. Advocacy</b> <ul style="list-style-type: none"> <li>C.1.f. Professional ability, knowledge about the laws and benefit systems</li> <li>C.1.g. Provide accurate &amp; timely information about resources, benefits, etc.</li> </ul> <b>§D. Professional Responsibility</b> – Participate in organizations that foster improvement, engage in practices based on research, engage in self-care, hiring practices <ul style="list-style-type: none"> <li>D.1.b. Make reasonable efforts to ensure the competence of the work</li> <li>D.1.c. Hiring</li> <li>D.1.e. Monitor effectiveness, take steps to improve</li> <li>D.1.f. Continuing education – maintain competency and keep current</li> </ul> <b>§E. Relationships with other Professionals</b> – Quality of interaction with colleagues affects quality of services provided to clients. Develop positive working relations and communication with colleagues <ul style="list-style-type: none"> <li>E.1.a. Respect different professional perspectives</li> <li>E.1.b. Attempt to effect changes through constructive action within the organization</li> </ul>	<b>Principle 4: Act with integrity in dealing with other professionals</b>  <b>Principle 5: Technical competency</b>  1.17 Contribute to problem identification and problem solving  1.21a Supervisor responsibility is to be aware of limitations that impede performance, assist supervisees  1.21b Be aware of own professional development needs, supervisors responsible to encourage and support professional development	<b>Canon #1: Behave in legal, ethical, moral manner</b> R1.7. Respect rights and reputation, attempt to effect change by constructive action within organization  <b>Canon #3. Relationships with colleagues ... and other ...will be conducted in the highest professional manner.</b> R3.1. Address differences with colleagues in professional, honest manner R.3.7. Address difference of opinion with colleagues in professional, honest manner R.3.9 Employer and supervisors facilitate professional development and provide appropriate working conditions, consultation and experience  <b>Canon #7. Participate in efforts to expand knowledge</b> needed to more effectively determine the vocational capacities of injured persons.  <b>Canon #8. Maintain my professional competencies</b> at a level that is consistent with the services that are being offered. R8.2 Strive to provide highest quality, ensure ongoing competency R8.3-5 Educators, trainers ensure information is accurate, current and give recognition to alternative views