Please stand by for realtime captions.

>> This is a one hour webinar and after the completion of the webinar today we will make it available in the on-demand system if you want to go back and look at it again or recommend it to your friends we highly would appreciate that. I and with the University of North Texas and sustainable employment known as UNC Weiss. We are located in the College of health and public service in the Department of rehabilitation and health services. Behind the scene today we have Natalie providing all of the technical support and making sure we are doing everything correctly. For all of you joining us on Internet today, take a look at that webinar control panel, and it is on the right side of the screen. Find that question box using that drop-down arrow and open that box and say hi to me. Give me a smiley face and let me know that I can use my voice and we have quite a few attendees today. This is the space that you will utilize to ask questions for our presenter today. Don't worry about spelling, grammar, put it in there and I will make sure that our presenter gets everything answered for you. Thank you and I appreciate you acknowledging that you can hear us and everything is great. Keeping in that webinar control panel, go a little bit further down until you find the word handout and use the drop-down arrow and open up that. That is our handout, which is the PowerPoint in the PDF version for today and if you would like to grab that, go ahead, and you can follow along if you choose. If you are calling him by phone today, and I'll see anybody, but we may have a latecomer, make sure that you email us. We want to make sure that you receive credit for your participation today. At the end of the session as always I will let you know how you are going to get your credit today. I am so excited to introduce our speaker of the day, Brandi Levingston, she is the PhD, and a CRC, and a principal lecturer in that University of North Texas. She received her doctoral degree in special education, but the consultation degree at the University of Texas at Austin. She received her Masters degree from the Louisiana State University health center. Her interests include social aspects of disability, cultural competence, students with disabilities and post secondary education, and employment of persons with disabilities specifically people with blindness or visual impairment. Doctor, the floor is yours. Cement thank you Freda and good afternoon everybody --

>> Thank you Freda and good afternoon everybody. This is the first time I have done one in the afternoon, and this is a bit odd for me because almost want to take a nap and I normally have my coffee before I come in and I am ready and my mind is racing and I am good to go. Hopefully I will not take a nap during the presentation. I am in my office at UMT and every now and then you might hear some sound as we are a bit chatty this afternoon and I want to apologize for that. The session today is going to focus on ethics and a decision-making model. I have done this webinar in the past, and it is of high importance to me and in particular as an instructor here at the University, but also as the rehab counselor and also as a person with a disability, I find this to be very important. Right before I got on the webinar I was actually on the CRC website working on my renewal. Hopefully this is helpful for those of you who have any type of certification, or who are working toward getting some education credits. As we go along please stop me if you have any questions, Freda is very good about chiming in to ask if anyone have any questions. I doubt people having at this point, so we will go ahead and get started. I like to talk about the objectives briefly so we know what we are covering. This is two parts, but primarily in the first part I think we will focus on the first two objectives. We will be able to define what an ethical dilemma is and to understand the principles of ethics. You will be able number 3, to get the ethical codes and have some knowledge about that. Part 4, the using of a decision-making model, we will focus on that in part 2. I will introduce it today, but next week is when we will focus on actually ethical dilemmas and how we use the model to resolve them. When we start thinking about ethics, I find that it
is very important that we talk about terms that are relevant to ethics and quite frequently people will confuse the three of these terms and think they are all affable. Sometimes they are, but sometimes they are not. The first term I want to begin with is ethics. So ethics is actually the standard that guides your profession. So thinks that we are going to talk about today, honesty, respect, responsibilities to your client, focusing on an individual's need. Those are going to be ethics, things that guide a profession. Yes they may be important in terms of your own morale and legality, but primarily they will be related to ethics. We are also going to focus on loss. This is something that governs a society. A law here might to be not to speak. Is that unethical? Maybe or maybe not. Perhaps you are working with a client when you are speeding, but you are harming your client. In general, speeding is not necessarily something that is unethical. Morals are going to be the standard that guides your own conscience. How you feel about certain things in society. I am thinking of a bunch of things that are totally irrelevant. Is it maybe if you are in a relationship, your morality is that you like to be monogamous in that relationship? Is it illegal if you are not monogamous? Perhaps if you are married to two different people and in this country we don't necessarily in all states validate marriages, polygamy, between multiple parties. Is it unethical? Not necessarily unless you are married to your client and then yes, that raises an ethical concern. In general, monogamy and how we feel about that in our relationship and how we perhaps are intimate with one partner and if you are intimate with many partners that may be immoral to you but not necessarily illegal or unethical. I would like you to start thinking about these terms and that they are very three distinct terms in that they guide different things. Ethics guides professions, loss got a society, and morals guide your consciousness. Sometimes all three can come into play, and I would give you an example. In terms of morality maybe you believe in honesty. Being honest about working with your client, and being honest [indiscernible], maybe you lied and stole some money from your company. That can be immoral and that you lied, and be illegal because you have lied and stolen property or money from your company, and it is unethical because now you put your client and been dishonest with them. That is the way all three could be relevant to one another. I am sure there are tons of other examples, and I haven't had my coffee, and this is what I am thinking would be a great example. I hope that kind of helps to discern the difference between the three for everybody. So ethics. Who cares? Why is this important? Why would someone want to have ethics other than the facts it helps to got your profession, and for many of us who are practicing with any type of certification or license, it is important for us to be able to uphold the certification. There's other reasons why ethics could be important. It can define a profession for the stakeholders. Your stakeholders are going to be, and we will talk about this on the next slide, the clients you serve, the colleagues. It defined your profession and tells people who you are. In the field of medicine we often hear [indiscernible], or the HIPAA oath that doctors take that they will treat patients that are in danger. A lot of people know that and they associate that with medicine and defines that particular profession and people are aware of what that means. Then it also provides standards for practice. A lot of what we are going to talk about here today is things that are in that gray area. There is usually a yes or a no too many things that we will ask ourselves periodically throughout the day. Am I hungry? Yes or no. Am I thirsty? Yes or no. Should I assist this client right now? Gray zone. Do you have enough time? Are you going to be helpful to the client? Can you provide with the client is asking? That is more of a gray area and not necessarily a yes or no or black-and-white answer. That is where the ethics come into play and why it is important because it helps you to work with you in your professional guideline. It is an important component in establishing a profession. Wants a client that you work with here, and you are practicing with ethical guidelines, they are more inclined to use your service. If we started our own profession today and we did not have a stander, who is going to
utilize those services? I like to think of it when we go out and purchase goods or services from individuals, we tend to go to companies who trust and once that we know really well. The same thing with a profession. If they have been around for a while and they are trusted and well known and have established guidelines, people will more than likely seek services from those particular individuals. As I mentioned earlier, we have different types of stakeholders who are part of this process. The first one being our consumers, clients, customers, or whatever you refer to the clients that you serve. Consumers are going to be very important in this process. They are the people that we are generally working with to help provide services, so clearly they would want you to be respectful and honest and fair. They would want to know that you have their best interest at heart. They would be a stakeholder and us having specific guidelines that help was focused on how we best work with our clients. The other professionals, they are the ones who want to know that you two are practicing some type of ethical guideline. We as rehab professionals practice a specific set of guidelines were as other related fields have their own guidelines like occupational therapy, special education, nursing, and we tend to all have similar guidelines where we are focusing on providing high-quality services to our client. It is important when we do engage with other professionals, maybe people we refer clients out to, they are practicing good ethics and they know we as rehab professionals have good ethics. Your peers are going to want to know that you are making good ethical decisions. Also, you are going to probably rely on your peers at times when you find yourself in an ethical dilemma. That is something I will talk about further, but I know for myself when I am faced with an ethical dilemma, one of the first things that I want to do is seek out other peers in the field, or colleagues, who work with people with disabilities. I can get there opinion in a situation to help me work through a dilemma, but then I want to represent that same type of ethical guideline a good ethical behavior. That is because other people might want to seek me out as we move through the process. As we all know, rehabilitation is a small field, so word does get out of a certain company or individual are not practicing good ethical behavior, they can spread to other peers in your field who will not provide you with referrals to your company, or it can also go down to the clients that you serve, and now they know you are an ethical taste on this information that the peers have shared. This is as well as potential jobs you might try to seek out and maybe people have heard your name and she is not real ethical, don't hire her. Versus she is very thoughtful in how she works with clients and the services that she provides our fair as well as allowing for [indiscernible]. Those are things that we want people to know about in our peer group. We live in the time of social media we are bombarded with images of people who we may see as negative or positive. We don't forget those things. One faulty image of you out there were someone is seeing this negative will last longer than it used to because of social media and because of smart phones. I often find myself trying to remember that when I go out in public. Things that used to say or do in public can be recorded for everyone to see, and it may be at a time when you are not having your best day and something is happened and things get taken out of context. We are constantly thinking about ethical practice and how we are out in the public, they can also have an impact on our field, but have an impact on us as professionals. Freda, do we have any questions as I move along?

>> No man. I and making sure that everyone is getting the handout. I just want to make sure did anybody else not see it before we go on? Yes ma’am, I downloaded it without a problem. I want to make sure. If anyone else has any trouble, shoot me a note in the question box and we will get it sent to you. And, we are doing great on time as well.
Thank you.

You're welcome.

To get us started, and I know that on the webinar we have folks who work in different arenas and may adhere to a different ethical practice and standard, I have chosen three that are within our field of rehabilitation, and are very relatable. They are not exactly the same code, but very similar in their component. The first one that we will go through, is the national organization for human services. Many of us who are rehab professionals, may work in the human services field. I often refer students to this human service ethical standard, especially those who are undergraduate students because there is not a specific set of ethical codes for people who have associate degrees are bachelor degrees who may still be pursuing education, that the human services codes are very well [indiscernible] to those that we use for other disability related fields. We will go to that one first, and they tell about the association of professionals in supported employment, which I have had many, in the past, who work in the field of supported employment, and these are some great guidelines that can help you in your everyday practices. Finally the commission on rehabilitation Counselor certification. Those of us who may adhere to ethical guidelines. I would like to point out even though we are going to go through these guidelines, they are guidelines to help you within your practice. But if you choose not to follow those guidelines, it can result in maybe a loss of a job or a loss of clientele, or in the case of the CRC, the loss of your certificate. So if you, you can lose your status. It is important that we pay attention to the guidelines and try to adhere to them as best that we can. As I mention ethics can be a very gray area. It is important that we are mindful about what might be in our best interest, and then how do we work through these decision-making models? So, we will start with the national organization on human service professionals. The first one is going to be your responsibility to your client. I'm sure most of us are thinking the responsibility to clients is to provide services. Yes, you want to provide high quality services and to be honest when working with your clients and respectful. You want to be fair, and all of those things that are important to keep the service going. That would make the service high-quality. We also want to think about and I often tell students or other professionals working in the field how would we want to be treated if we was a client? I have had the fortunate opportunity to be full-circle in this field. I have been a client receiving services from a variety of providers, and I have been a vocational rehab counselor who worked with clients, and now I educate folks who want to become rehabilitation counselors. I have had the opportunity to see what it is like in all three of those areas. That responsibility to client is still very valuable and important to me because I have had to seek out services. When I think about what I want if I with the client, I know what it is like to be a client, and the types of services I would like to have versus what I am receiving. In any case, whatever form that said whatever ethical guideline you are doing, remember to bring it back to your client. That is why we got into this field to assist people with disabilities. That means do not give the client what he or she may want, but practicing in a manner that is a best interest to the client. So while you are balancing your responsibility to your client, you also going to balance that responsibility to the community and society. So what impact are the services that you are providing having on the general community? Are you practicing ethically where your client is able to go out and be a contributing person in society, not necessarily a disruptive person, but contributing and working and perhaps in an integrated study. Also, feeling included the environment as well as they inclusion of others in the environment. Now you are working with clients in the community and they are part of the community, so you have to be responsible and making sure when you place clients in situations whether it is employment or in terms of receiving services, that we are not
going to disrupt what is happening in the community. If for instance you know that you are working with a client who does not do well, it is very taxing for the client as they become inattentive and cannot focus and maybe become disruptive and they become nervous and anxious, then it is not in the best interest of your client or the community if you place the individual in a situation where they will be in large crowds. Now you have failed to meet the responsibilities to both the client and the community or society. Then you have a responsibility to your colleague. If you are in a work setting where you are working with other professionals or other people, you also have to adhere to any deadlines you have with your agency, and maybe you and another provider who works at the same agency, they are providing services to one client, and they could be waiting on you to finish your services so they can start there’s. You are responsible for your colleague as well, making sure you have done your services in a timely manner so that the client can network with other colleagues. Also, maybe you share an office space with other colleagues. You had the responsibility to be fair and honest your colleagues. If I see someone, in my office setting, who was working with one of my clients, and the class comes to meet me in my office and says I really don’t like this person, and he is just a real jerk, that is not being fair to the person in my department or to the client I am serving. I will not use any names because I don’t want any name of a jerk to come out and this is being recorded and in the interest of the public, I don’t want it to be recorded that I called him a jerk. You need to be responsible to your client and your colleagues by saying appropriate things about your client, your colleagues rather, and not disclosing information or your personal thought about your colleagues. That will not be helpful. You also have a responsibility to your profession. This is what you are doing right now and be responsible to your profession and taking continuing education courses, and learning more about working with individuals with disabilities, and you are being responsible to your profession. If I’m going to go out and practice as a rehab counselor I have to take courses and go to presentations and conferences so that I they up to date with the material with the people I am working with. Just before this call, I was talking with Frieda and Natalie about continuing education. I participate in the classes, and I utilized those to help me stay up-to-date on working with clients with disabilities, and also do these webinars, and that is a good way for me to stay fresh in my profession and make sure I am using more up to date intervention when working with clients and not saying what I did this in 2004, let’s keep using that? Between the years of 2004 when I graduate with a Masters degree and 2019, that is 15 years, and things have changed dramatically. We talk about social media, there was not any social media when I first came out with a Masters degree in rehabilitation counseling. That is something that I definitely have to consider as a working professional. Then you have a responsibility to employers. You have a responsibility to the employer in terms of you are working for an agency, you have a responsibility to your supervisor, or you also had that responsibility to the employer to place that client. If you are working with the client and they are not a good fit for a particular job. Maybe they don't have the training or the interpersonal skills, it is not fair for the client or for the employer that you have placed them in those settings because they are not going to do well. You could lose that contract with the employer, and the employer may not want to refer clients to you anymore. It can become a very big mess. I would say you are also having to juggle how an employer is going to be impacted by me and the persons that I serve. What is very important is that responsibility to yourself. Even though it is placed at the very bottom of this list, it, to me, is very important because if you are not well, you cannot help other people to stay well and whether or not that is helping him with employment or helping them get skills through education and vocational skills, if you don’t feel well, you cannot help other people. I hear people all the time use this example. When you get on a plane, they say if you are traveling with small children, put your ad mask on
first and then help the person next to you they need assistance. I am often like and as a mother, I want to put on my baby and then me. But if you cannot breathe, and you are not getting proper oxygen, how are you even going to put the mask on your child or the person needing assistance? You have to be well, just as we work in the field of rehabilitation, we have to take care of ourselves. We get a lot of burnout and working with people with disabilities not -- is not an easy job. We take it home with us and discuss with our families and friends and maybe not using people's name, but telling your situation about what has happened. If we don't have outlets to do proper self-care where there is reading a book or going on a wall, or going shopping, meeting up with your family or friends, whatever that is, if we don't take care of ourselves, we will not do well at our job. When I am tired, and hungry, I am not a well functioning person. I cannot focus. My mind doesn't seem to operate in the same manner and I am very short with people, and I get upset at the slightest little thing. That means I need to take care of me, and it is the same thing when working in this field, you have to take care of yourself. You will not do any good if your client if you are not in a healthy situation. Do we have any questions before I move on?

>> No, you just have comments about we totally agree with you. [ LAUGHTER ]

>> Yes. Whatever you agree with me on, yes! Thank you. Doubt we're going to move to the APSE principles, and they are very relevant to human services as well as rehabilitation counseling. Even if you are not practicing in the area of support implement, I find these to be helpful to me. I don't practice with clients in [indiscernible] employment, but I teach at a university with students about the feel, and I find is very helpful as an instructor when talking to students, and in my own daily life to think about ethics. The first one is individuality, and the lack of grouping. Quite frequently as a person with a disability, I have people placed me in a particular box. I have a visual impairment and so people naturally assume that all people who are visually impaired must want to do these occupations, the specific occupations. They must have the same characteristics. That is not always the case, and yes, there is certain characteristics that many of us who are visually impaired shared. We don't all wear sunglasses and we don't all have dogs. I like to use these examples because these are things that I hear from the general public. We don't always use braille and we don't always want careers we have to use our hands for good feeling or auditory processing types of jobs. We are all individuals and what we do and yes we have certain accommodations that work well for us, but that doesn't mean that okay, if I have a contract with target for instance, I am only going to place people at target you have cerebral palsy. Know. We have to look at a person's actual individual characteristics, and although people may share the same types of disabilities, that doesn't mean that they should be groomed for the same type of jobs. Then choice. That is like letting your client being a part of the process. We talked about earlier where the human services principle, that responsibility to clients, and one of those areas is choice and letting your client be a part of the process. I know that we are held to certain procedures and policies of our agency where we may have to make some choices on behalf of our client. However, that doesn't mean that the client cannot be part of the process. I will say also that in my past experience, working with college students with disabilities, quite frequently I also had parents who want to be involved in the process. Sometimes depending on the age limit of the client you are working with or the cultural background, you may have to include other people in the choice of making process. But just because we are the professional are we -- and we are an expert in the field of responsibility doesn't mean we are an expert in the life of the client. They should be involved in the process. Then, you want to have some respect for your client. Will you allow the client not only to be a part of the choice making, but to be an active participant in the process? I will say this for me as a person with a disability, that is something that I am faced with on a
daily basis, the notion that people make decisions for me and have little respect for me as an individual, and I cannot voice my opinion. Freda has no me for a long time as a student and a colleague, and she can probably tell everybody in here I am an active participant in wherever I go. I don't appreciate when people speak for me or do not include me in activities. It has taken me a long time to get to that point to be able to speak up for myself, but quite frequently I still see this, I see it in and outside of our field, and we say we want to help people with disabilities, but we are exclusionary and that we don't provide appropriate accommodations or don't have a say so in what is happening. Thinking about competence, we all have things that we are good at. Are things that we might not be so good at. I am not good, or let me say, I am good at talking and listening and hearing the dilemmas of people and helping them work to the process. That is something I am good at and I would like to think I am helpful when people come in and have questions. What I am not good at? I am not artistic, my husband and I often laugh because we have a young son and we think when he gets to school, he has all of these presentations and they have stepped up the game now with reason Tatian and posters, and we will literally have to find someone, like an art consultant because I am telling you right now, I do not drawl and neither does my husband. I hope that it existed you can hire a school consultant with someone who can help us help him. It is the same with your client. Thinking about what are some things that your client is really good at? Is your client friendly? Is your client good with the structure? Is your client good with organization? Those might be talents, and you may have some clients who are gifted in the art, whether or not it is singing or dancing, painting, and then you may have clients who are gifted with people. There is friendliness and being outgoing, and it is important to think about what might be a person's gift or talent. Did the social inclusion County goes to what we was talking about earlier in being inclusive and making sure that when you are out with your client and maybe taking clients out to look for jobs that you are going places where the client can be seen and we can have social inclusion and have integration. Historically people with disability have been segregated and placed in the back area where people will not necessarily see them. Now we are definitely more into the social inclusion and making sure that people with disabilities are seen everywhere. I like to tell people the commercial that we are visa, and we are everywhere. We represent the largest minority group of folks in this country frankly, everybody knows someone with a disability if not your own self having a disability. Then, when we are thinking about that social inclusion, looking at community settings and making sure that we are working with our clients to wear they may have minimal intrusions. Yes things happen where things might be assessable, but coming up with ways to make sure that we place our client in the community, and that you have access to accommodations that are going to be minimally intrusive to everyone. So that the client can focus at their best quality and there are coworkers who might not need the same accommodations, they can also function well. Then, employment. Thinking about employment and looking at the various options that a person can have. It kinda goes back to our past earlier where we don't necessarily assume because you have a specific disability you should go to this particular job, and I know this happens, I know it still happens, and I'm not saying I agree or disagree, but you have a particular employer or business that works really well with people with disabilities, and maybe it is a particular disability group that has hired five people that have disabilities, and we are inclined to go to that same employer because they are friendly and they want to work with us and help to employee your client, so we naturally go there. But we need to start thinking bigger than that and just because target works well with people with cerebral palsy, that doesn't mean that pet Smart would not work well. Or that Chase Bank would not work well with people with cerebral palsy. That is thinking of the different options and when we are looking at the gifts and capabilities of people and focusing more on that as opposed to employers are also that have worked with these
particular groups and I should send people here. Knowing when we sin clients two different employers, that we are sending the most qualified client and not just, I have this client I have been having to try to place for five miles because I know they would take anybody. We don't want to go with the anybody notion and focus on sending clients who are highly capable to do the job and thinking about a variety of jobs our client can do.

>> We have a couple of comments about the choice also applies to letting your customer and consumer fail. Very interesting. I love that! I will let you speak about it.

>> I totally agree, it is not that you want people to fail because you want to sit back and say I got you. It is that we learn from our failures and I am sure if we opened up where everyone could respond right now, we would all be able to say one thing if not more of something that we have to failed at. I fail on a daily basis and I do something that could've probably done differently or better. But I learned from those experiences. This is probably not at all relevant, but I will throw one out there. I have a toddler and I tried to put his beer bone, and the one day I needed to stay clean before we go wherever we are going and you have applesauce everywhere, and milk that he is thrown all over the place. I have to consciously tell myself with the beer bone even though he doesn't like it or try to take it off, at least I can keep them clean a little longer. I am known as a student, but there are different classes I do not do well at, but I had to take him. I have taken some classes and not gotten the proper accommodations, and I have failed. But the next time I took the class, a major had the proper accommodations, and I did much better. Sometimes we have to let our class go out on their own and fail so they can learn how to do better. That is not to say that you are going to harm your client because there is a difference between letting them fail and then doing something that will harm your client. You explained your client here are your choices, and here is one option and it may be better than another, and they still choose option they want to pursue, then you are going to have to let them choose that, and not to harm them, because they may fail at it, but a situation they can learn from part --. Said the comment was related to employment and you don't agree with the person's choice with where they want to work at, and you let them do it. They want to try that and do that, you let them do it, and fabulous if it works out. If it doesn't work out, let's get herself together again and press on and find something else.

>> I totally agree with that comment and quite frequently we think we are the professional and we know everything. You tell the client this will not be a good job fit and they go there, and even if we know going, it is important and some people have to see, to see this is not going to be a good job fit. That is also for all people. Some people have to do it and they have to fail before they realize this is not going to work. When we are thinking about principles for practice, again, it is career and when we think about career, those choices for employment is very relevant what we just talked about. Having that process what we think about here is a potential career that may work well for you based on your interests and your skill. I frequently would work with clients who had disabilities who do not have, and it wasn't necessarily a disability, but did have the proper job training, and insisted they wanted to focus on career, and I would do like many of you and do the career planning and say here is the education that you need and the job skills you need. That is so they could actually see what is needed to be a part of that career. Some people would say I don't want to go to school this long or I am not interested in that amount of money. You have to work with these folks, and they would choose differently. Other people will still pursue that career knowing that it might not work out. Then, thinking about job development. Going out with your client, and having confessional interaction. As you develop the job, the folks are out there meeting with other professionals and knowing that when they go to work that will not just be in a
closet, they may be out working with other professionals or people at the job site and making sure they are well aware just because you are working in a particular area or an apartment, -- department, it doesn't mean you will not engage with your job. Make sure that we place them in a job that is going to be beneficial for them. Also, work support. Having a holistic support network. I have a support network at my job. I have coworkers who are very friendly who will help me as sometimes I need help with transportation. Sometimes I need help reading things. Sometimes I need help walking over to get some lunch. They might be hungry and I'm hungry and we walk over there together we both eat and we both get our needs met. Also, think about career advancements. Quite frequently we forget about this one and we say we will get you the job and good luck. But people want to advance in their career and what you may want to think about is that we help people advance in their career. Often I see this with students in that they are in college and they want to graduate and be the top level manager. You are not going to get there coming fresh out of college and sometimes you have to take a low-level job and get some experience in order to move up. We should place our class in situations where they had that ability to move up in the same company or in a different company, but having good job skills. Then, having the staff training so that the staff that is going to work with your client is well aware of their needs and how to best assist. If we are going to be having holistic national support, then the staff will be needing training as well. I am going to quickly go through the CRC, ethical principles, which are very similar to what we have been saying all along with the human services. The first one is autonomy, the right to self rule. That goes back to being part of the choice process and being able to be an active participant. We have talked about autonomy, and sometimes people are insisted on choosing something that you think is not going to work, we have to let them fail, and then move on from there. You also want to do good. We are naturally drawn to this profession because we want to help people. So we clearly want to do good for our client. We have to think about that as we are working with the client, is this going to be in the best interest of my client? The now malfeasance. I put my client in a specific work environment, do they get harmed whether it is a result from their disability or lack of experience, or lack of education or what have you? You don't want your client to receive any type of harm. Also, be faithful. If we tell a client we are going to provide certain services, we need to follow through with that so that the client is getting what he or she or they expect out of us. If we say that we are going to provide services to teach you how to use public transportation, and the client is about to embark on a job, and we haven't acquired that public transportation service, the client really needs that to get the job and maintain the job. If we say that we are going to do that, we need to follow through and provide those services. Also, be fair. We want to ensure that we are fair and are thinking about all of the clients that we have to serve and provide those services for all of them. Finally, veracity, to be honest. We want our client even if it may be something that we feel they don't want to hear, we need to be honest with him and let them know. Maybe they are set on working in a particular environment with an employer that you have had difficulty with in the past, and there may be some attitude concerns regarding people with disabilities, you need to be honest and upfront and explain it to your client as you move on. Do we have any questions before I moved to violations?

>> No man, we are all waiting for those. And that is what --

>> That is what everybody goes to. That is just wrong. It is not just an ethical violation, it is just wrong. I will talk about a few of them and talk about the decision-making model in the next 10 minutes. The first one is intimate relationships as we kind of talked about with clients. That doesn't mean just having sex with your client, but going out on dates with the client, forming a friendship with the client is when you
are in a professional setting, you are working as a professional and not on a personal level. Once we start going into those other areas like dating an intimate relationship and friendship, we go outside of those boundaries. Then, unprofessional conduct. This is a day and age of social media and cell phones and smart phones, and if you are acting unprofessional, that can also be an ethical violation. Maybe your speech is unprofessional, the language you use, maybe the time that you are wearing, those are some things like what I am talking about. Dishonesty. Maybe you have been dishonest with the client about the job. I have three great jobs for you, but you haven't found any. Maybe you have just one. Being dishonest is an ethical violation. The lack of confidentiality. I say we all may need to have an outlet with someone that we need to share information with. Maybe you are having a rough time with your client. That doesn't mean that you go home and tell your children, you are not going to believe I am working with this client and his name is Jeff and you start talking about Jeff and your child goes oh my God, I know Jeff. There is a way to share and get support that we need without passing on information about our client that breaks her confidentiality. Vid obtaining inappropriate potential employment. This often still happens as well. We are so caught in that we have to build and get those closures and numbers that we may place our client in situations that are not appropriate employment settings. If we have a client as I mentioned earlier who does not work well in large crowds or settings, and we place this individual in a setting where they have to engage with lots of people every day, that may be an inappropriate setting and a setting where there is less engagement with individuals that could be more appropriate for that client. Any questions Rita?

>> No ma'am, we are all clear on this.

>> Thank you. This leads us back to what we have talked about earlier when we talked about common ethical dilemmas. You may have a conflict between which standards to apply. On one hand you want to be honest with your client, but you say if I am honest with you, is that going to harm you? Now you have that dilemma, and you have a responsibility to your colleagues. You tried to be responsible to those that you work with, but if you are adhering to the standards in the workplace, are you going to impact your client. That is what I meant when you have conflicting guidelines to where two or more of them don’t agree. Those guidelines are not in agreement, those are a dilemma. That we have that conflict between what is ethical and what is moral. I would say that some people believe the morals guide their ethics, and that is not always the case. There may be something that is immoral to you that is not unethical. Then, you may have conflict situation that you are unclear how to proceed with ethical guidelines. This one is very frequent to me. I am working with a student or a client and the situation is so complex, there is no yes or no or right or wrong answer were I do have to look at the guideline and maybe consult with other people to make a decision. Then, you may have something that prevents the clear application of the standard. Maybe it is a new situation for you, and you don’t know how to apply the standard, and maybe there is other people involved, and it is not clear how to proceed. These are what going to cause us to have ethical dilemmas. So here are some common ethical dilemmas as well. You may have some with relationships. Perhaps you are working with the client and you are in a small town, and it turns out that your client is a child of somebody at the church. Or the client is friends with one of your family members. Now you might be stuck in an ethical dilemma because now you have a dual relationship with this individual, which is the second bullet here. You have this dual relationship, and you have the client, the professional relationship, and now you run into this client at the barbecue because they are friends with your cousin. You have now entered into a dual relationship which presents a dilemma to you. It could prevent you from having the roles and boundary problems, and when the client comes back to
meet with you, are they going to remember you at the barbecue or the person who is helping them look for a job, and then how do you balance those two between that friendly personal self and that person who is assisting them with professional services. Then the challenge is to confidentiality. How do you help a client without disclosing too much information about that individual? I have a mentor who often will tell me that if the things you do was to appear on the front page of the newspaper the next day, how would you feel about it? If you would be ashamed or embarrassed, perhaps that is not a good way to proceed as a professional and with regards to confidentiality. The same thing applies there at your client doesn't want all of the personal business on the front page of the newspaper for everyone to read, or on a Facebook post for everyone to read. It is important that we think about confidentiality as we proceed. Then, taking about cultural issues, and this is one that comes up quite frequently for people who work with individuals with disabilities. I have worked with many clients who have people call in and is more collective decision-making as opposed to individual decision-making. I think about how do you involve the spouse of the person if needed or the person's family who also may want to be a part of the decision-making process. Then, practicing outside of your level of competency. I know that my level of competency focuses on individuals with disabilities. One of those areas for individuals of disability is substance abuse disorder. But I don't feel like I am an expert in that area, so I try not to involve myself in decision-making that can impact a person's direct services if they have a substance abuse disorder. It doesn't mean that I have not been trained there, but it means that is not something that I do on a daily basis, so I don't try to go outside of my professional scope or practice. Freda, if it is okay I want to go to the model briefly before we hang up.

>> Yes ma'am, you are doing fine.

>> This is the ethical decision-making model that we will use next week when we come back and hopefully you will provide me with some great dilemmas. If not I have a few from the past that we can use. When we have an ethical decision to make, the first thing we should do is identify the personal response. Light, this may be mad, this may be happy, this made me worried, whatever. Then, list the facts of what happened. The client gave me a gift or told me about something that could impact another client. Whatever. Then, come up with the initial plan about what you're going to do? Am I going to walk up and say hello or avoid them at the barbecue? Am I going to accept the gift from the client? Think about what you are going to do. Then, look at your agency policies and the ethical codes that we have talked about today. See if that is going to give you guidance on how you should proceed with that decision. Look at the six ethical principles that we just talked about. How are those impacted? Look and see if there is any legal issues. Sometimes there may be legal issues that will impact your decision. If there is a minor you are talking about and some illegal activity occurred, what is happening in terms of illegality. You are so -- I skipped something and you are supposed to consult somewhere. Somewhere along this line, I will tell you that I consult with a colleague. Said it was on that previous slide and the fourth one that.

>> I apologize. At some point please consult with the college. That is one that I always, always do if I'm really concerned or am not sure, I consult with the calling. So we talked about looking at the legal issues, and now after you have consulted your agency policy and consulted legality and consulted with a collie, you have refined your plan, choose a course of action and share it with the consumer, and if you need to, you can go back and modify. These are just a few ethical dilemmas that we quite often see that the client gives you a gift, and a consumer may approach you in a public place or a social gathering, what do you do? You hear something about one of your other consumers from another one and they are doing
something illegal. Some of these can be simple or some could be more complex. A gift could be something simple or under $10, or it could be a cart. I have heard of counselors who receive cards. What do you do? I will now open it up for any questions since I know it is getting close to our time. Said I don't have any at the end here, but a comment that you made, we had some questions about this being a two hour presentation, what you planning on this being a two hour presentation?

>> Are you talking about next week too? Live

>> I love how you asked me that. I looked at the planning guide and it said one hour. If you have more,

>> I did part one because I was going to use the decision-making model for part two.

>> I guess it is a two hour webinar. Cement this is totally my fault.

>> So we have to keep you in the morning now on forever as 10:00 a.m. is our dear. I am just getting.

>> Clearly 1:00 p.m. is not working for me.

>> Full disclosure I panicked when you said that and have it frantically testing and typing. If you have more slides, and if you have two hours of ethics that you can provide, I am sure that we will not have any pushback because we all need ethics for all of our continuing education. We have to have those minimums. For all of our participants we will work this out and send you an email with the updated times and of course if you cannot make it, then we always had these on demand and you can go back and look at those again. Yes, we will make this a second part. I cannot tell you win,

>> I am so sorry.

>> It's okay. It is five. -- Fine. You did not fail, it was just a misunderstanding and it is okay, we are all good.

>> We thank you.

>> We like an ethics visitation and you are getting, said you did a great job and they appreciate you being here. It is always a smooth, sweet presentation and we appreciate that.

>> Thank you.

>> We will make this a to depart webinar and we will get that email sent out to everybody and we will work on that from the technical side and I will contact the admin office and I am hoping it will be the same time next week, but I cannot guarantee that. We'll get all sent out and figure out the date and times and all of that. We will not be sending you a survey for this presentation because it will be a two-parter, and two hours worth of ethics and it will be great for everybody. We will get the email sent out and as always Doctor, we are looking forward to next week. Cement thank you so much and thank you everybody. I look forward to seeing and hearing you again.

>> We will see you next week and we will send everyone in attendance they an email about this. Thank you. Goodbye. [ Event Concluded ]