Hello, everyone. Welcome to (Part 2) Ethics: How to Use a Decision-Making Model for Ethical Dilemmas. This is (Part 2) of our webinar. We will post both of these in our on demand system for everyone's viewing pleasure, probably in the next couple of days. My name is Freda MacArther-Lee and I'm with the University of North Texas, Workplace Inclusion & Sustainable Employment. We are located in the Department of Rehabilitation and Health Service. Behind the scene today we have missed Debbie Bockman providing all of our technical support. For all of you using the web, find that question box on the right side of your screen. People are hearing me and answering. I appreciate that so much. This is the same box you were going to use to ask questions from our presenter today, to provide questions or comments. Don't worry about spelling and punctuation. Just give it to me and I will figure it out. I only have five people who have said hello. I know we have more than that. There we go. Thank you very much. Also in that webinar control panel a little bit down you will see handouts. You will see that handout it's called Ethics: How to Use a Decision-Making Model for Ethical Dilemmas (Part 2). For those of you who are calling in by phone only, make sure you send us an email at untwise@unt.edu. We want to make sure you receive credit for your participation today. We will talk about credit at the end of the webinar today. I want to introduce our presenter, Dr. Brandi Levingston. She's with the College of Health and Public Service. She received her doctorate in special education, with a concentration in rehabilitation counseling from University of Texas at Austin, and her Masters degree in rehab counseling she has worked as a VR counselor in the state of Texas, and her interests include psychosocial aspects of disability, cultural companies, students with disabilities in postsecondary education, and employments of people with disability. Dr. Livingston, the floor is yours.

Thank you, Freda. Hi, everybody. We are back for part two. Again, this is my second time doing a webinar in the afternoon, so please bear with me. I know I mentioned last time, I am definitely a morning person after I have had my coffee. Hopefully I don't teeter off and fall asleep during this time. I certainly appreciate you coming back this week to follow up from last week. Especially when you didn't realize this was a part one and a part two. So, I appreciate your flexibility with coming back. This week we will look back at the decision-making model that we talked about last week. Kind of just a brief overview of that again. And then I have five scenarios that we will talk about that have ethical dilemmas attached to them. Some of them are scenarios that people have provided to me and passed on our webinars. Looking for guidance, some of the things I have had experience with as a professional in the field. As we do start to go through the examples, we are going to apply the decision-making model. But, I would love, love any commentary and any feedback as we are going through. Ethics doesn't always have a right or wrong. The dilemma is because you don't know which way to go. There could be two different ways to solve a problem. Or there could be ethical principles that are in conflict. And so that is what we will kind of look at as we are going to the scenarios. So I may give you a specific way that I may view the scenario, or I may deal with the problem, but that doesn't mean it's the only way. So, here we go. So, when we think about the ethical decision-
making model from last week, I pulled up the same exact model that we used which kind of has some basis on the CRC code of ethics. As you remember we talked about the home human services code. We looked at the codes for persons and professionals and support employment, and we looked at the certified rehab counseling codes. And all of those have things that are definitely in common, where we think about the client being at the center, or the customer being at the center of all things, and how we approach those individuals. Making sure we are respectful and that we are meeting their individual needs. This decision-making model that we are going to use is one that is very much rooted in all three of those different codes, but primarily permit pertains to CRC code. Remember, the first thing we want to do what we feel like we are faced with an ethical dilemma is to identify your own personal response. Are you feeling upset about this? Are you happy? Like me, sometimes I immediately want to respond, and I don't know if that's going to be beneficial. How you already have made your mind up? Then, you want to go ahead and list the facts of what has occurred. Not your response. Just the facts. Not even your own personal feelings, but the actual facts of what has occurred. And then start thinking about that initial plan on how you might respond. Then you are going to want to look at your own agency is codes, as well as the ethical principles at play. Again, we are going to want to analyze them in terms of those six principles -- autonomy, with a person's right to rule on their own behalf, to be appended independent. Beneficence to do good. Nonmaleficence to do no harm to the climate. Fidelity, to be faithful to your clients. Justice, to be fair to your clients. And veracity, to be honest. You’re going to want to think about all those pieces to see what might be a conflict. Are you really being honest? If you are being honest, is it going to do harm to your consumer, your client? Are you being fair, and if you are fair does that mean that this could potentially harm your client? Or, does this mean you are now taking control and your client does not have the right to make their own independent decisions? That is what we mean when things are in conflict and the principles are in conflict. We will Inc. about that in terms of those principles. Then, after we've done -- kind of looked at the agency policies, looked at the ethical principles, now we want to see if there are any legal consequences to be considered as a result of the dilemma that you find yourself in. Could this individual find themselves in any way facing any type of litigation or law enforcement? Could you as a counselor get into any type of legality as a result of your actions? Some cases, maybe. And some, not at all. And then after you have looked at your policies of your agency, as there may be some very specific policies that say -- if this occurs you should do this. There may not be any. After you have looked at the policies, after you have looked at those ethical principles, and then finally looks to see -- are there any legal issues as a result of this -- refine the plan. And then you are going to want to choose your course of action that you should share with your consumer. Make sure you are keeping them supported and involved in the process. And then you can implement and monitor the discussion. And, if for some reason, as you gone through all of this, maybe you are still not feeling certain, I recommend consultation. And I will say, consultation doesn't necessarily have to be the last thing. That is something that could certainly occur before you meet with the consumer or customer. Or that can occur as you are going to the ethical dilemmas. I know people are thinking -- why would I consult with someone in terms of confidentiality? There is a
way for you to have consultation without revealing any information that makes it not confidential anymore. So, I may have a situation that I face with students that I need consultation from other faculty members on, or staff who may know the student. I can then go to them, explain the scenario, without divulging any private information and breaking the confidentiality. Quite often I will say this, when you consult with people you may see a different perspective that you may not be thinking of because you are so invested in what is happening that you are not thinking of these other options. When you talk with someone they may be seeing a different perspective. Or they may have been in a similar situation and they can give you some guidance as to what they did. That doesn't necessarily mean that you have to do exactly what the person says that doesn't mean that you have to make those same decisions or follow that same path. But, at least that gives you another point of view before you are making your decision. Freda, do we have any questions before I move on to the scenarios?

>> We do not at this time. I think we are all excited about your scenarios.

>> I wouldn't get that excited, but thank you. [Laughter]. The scenarios that I mentioned that we are going to look at are probably some things that many of you have faced with your customers or clients. And that's might or might be some potential things that you are going to face. As we go through, I definitely say please, please, please stop me, tell us your thoughts, provide any commentary. My way is not necessarily the end all be all way to do these scenarios. Sorry, my headphone all of the sudden just got turned around. Okay, here we go. All right, so example 1 -- I will read that as best I can as we go along -- so, you are working with a consumer who accepted a position without the job specialist knowledge. That would be us the job specialist. And the consumer reports he was terminated after two weeks because he was arriving to the jobsite late. And now they want you, as the job placement specialist, to go to the employer and overturn this decision. So, what do you do? How many times have we probably been in the scenarios where you are working with a client or a customer or a consumer on appropriate placement, but, unbeknownst to you, the job seeker goes out, get their own job, starts work, you don't know anything, and then they get terminated from the position because they were late? And now they want you to go back and work with the employer. So, if we think that back to that decision-making model that I just talked about, your first thing is to think about your initial response. I will tell you my initial response. If I was working with someone and they took a job, we hadn't talked about it, and then they got fired and they came to me, my initial responses -- you got the job on your own, you can go back to the employer on your own. That doesn't mean that is the right response. That's just my initial response. So, after thinking about that as my initial response, the facts here. Then I would go back to the facts. So the fact is your customer did obtain employment, so he has the capability to get a job. That is a fact. He has the ability to at least provide some job skills because the customer was fired for being late, which is more of a soft skill when we talk about employment. And the customer also sees you as an authority figure to assist. Then there's being supportive. So you have the facts, and the customer was terminated. You have you as the job placement specialist who is seen as an authority. You have a person who has the ability to get a job and maintain it. But, you also have
a person who is having difficulty with soft skills to maintain a job. Those are the facts. Next, excuse me, you consult the agency policy. And maybe there is no policy -- excuse me -- maybe there is no policy on clients being terminated. They accept the job and they lose the job. Or maybe it does specifically say that if your client goes out and seeks employment and it was not a partnership with this agency and this employer, you can't speak to that outside employer. So in that case that would stop you right there. You can go back and say -- you know what? We went to our agency policy. I don't know this employer. I cannot have been on your behalf to meet with this employer because this was a job that you sought out without my assistance. That is one course of action. Maybe you've consulted your agency policy, and as I mentioned, there is nothing that mentioned you can't get involved. But, let's look at the principles based on the facts. The first one is autonomy. The consumer’s right to self-rule. In this case, they did have the right to make their own decisions because they went out and got a job but, if you step in as the job placement specialist and go talk to the employer, then you are taking that person's autonomy. You are putting yourself in control as opposed to the client. So there is a concern with that. Would you be doing your consumer, your customer any good if you went out and spoke on their behalf? Because let's say you do go and they get the job back, now with every time that something happens at the job, does that mean the consumer, customer is going to come back to say -- I need you to talk to my employer, I need some time off from work. Or, I need you to talk to my employer. I'm in this situation. That means again you have that economy you have taken away from your client because you are continuing to step in. So instead of the employer talking to your customer, they are now coming to you. So, that may also calls some harm caused some harm for the relationship that the customer, consumer has with the employer. Those are the three big ones I see in terms of the ethical principles that may be at play here. That if you do step in you could cause harm. You could take away your customer's autonomy. And it's not necessarily doing good for your client. You are saying -- okay, maybe I should not step in and speak on my customer’s behalf because this could lead to some ethical principles, being in a dilemma. You look at the legal -- are there any legal issues? No, based on this scenario there does not appear to be any legal issues with the customer being late to work, as it stands. And then I say, you should think about meeting with the customer and refining that plan. And in this scenario, I would suggest that you have a conversation with the client, or with the customer where you say -- okay, it seems like you went and got a job that I wasn't aware of. So I have not been a part of the overall process. That makes it difficult for me to step in and talk to your employer. Additionally, if I step in and I do talk to your employer, that takes your voice out of the situation because I don’t really know what happened. I don't know what happened from your standpoint and this I would say is a great way for you to role-play with your client. So maybe you find out what happened, why the customer or client was late for those two weeks. Maybe their car was being worked on so they had to take public transportation or get rights from other people. Maybe they are not good at time management so they were waking up too late. Now these are things you could say -- okay, so you need some assistance with learning public transportation, or you need assistance with time management. That is something you could assist the client with learning is a work readiness skill where you could assess them with
learning public transmit transportation or goodwill time management. You could talk to a customer as part of that to and say -- okay, you lost the start. What's our next lost this job. What's our next option? How can we learn from this? I will deftly be on time for the next job. I will deftly start implementing time management. You can have those conversations with the client about maybe you are not went to get the job back but here are some things we can work on. Or you can role-play with the customer and say -- 10 I am your employer and explain to me why this job is important to you, and why you chose to be late. You can role-play with them, and say -- that does not mean that if you have this conversation with your employer they are going to take you back, but let let's explore what it would be like. And then you let them know. You have options here. You can maybe try and make an appointment with your employee. Employer. Maybe this person will be lenient. Maybe you could come back on a probationary status. Or, maybe we just move on and find another job where you are now going to have to work on getting to the job site on time each day, and not being late. So, does anybody have any questions or comments, or maybe have faced a similar situation? Papa Freda, I don't have anyone who has typed anything. But, I have had this exact scenario as a provider. What the issue became was the job that the person got did not meet their IPE. It did not meet their employment conditions, the negotiables, the nonnegotiable's. To help support them in this job my agency and myself would not be paid for our services because of the job choice that the consumer had. And that is not negative or positive, but when you are a placement specialist and you've got to earn a living, you have to kind of think about how much time and effort can I put into saving this job with a company that is not supportive of my consumer, that doesn't meet the employment conditions, that doesn't meet the IPE, NVR is not supporting it? And that was where we ran into a lot of problems here and ultimately had to say -- you know what you are going to have to go out with your back to your VR counselor because you did not follow through with what you agreed to do.

>> Which I think goes back to those principles where you are honest. You were very honest and you were fair. Here is what happened and here is what were the results. It wasn't like you said -- sorry, you lost your job. Good luck to you. Bye.

>> And what ultimately happened was the customer, consumer they chose to let that job go and come back and work with our agency and find a job that met their conditions. That was part of the IPE. And it was that initial -- I am so excited to find a job on my own, I don't need you. But wait, I think I really do.

>> Exactly.

>> That is why we do what we do, because you really truly do need that assistance from us. It did work out well. Those first couple of days were stressful for all of us because you felt bad because this person was so excited for getting a job on their own. You don't want to negate that. You also want to say -- that's really great. That's wonderful, but maybe that wasn't the best choice at the time because you are not happy there. This is not your scenario. This is my scenario. You are not happy there. You do not like what you are doing. It does not meet any of
the things that you said you wanted to do. It was just the fact that -- I got that on my own. A great accomplishment, but --. And then I have my boss saying -- we are not going to be pay for that.

>> I don't have any other comments from folks. I am sure they have had scenarios like that. Don't hesitate to type in, chime in, please.

>> Yes. Thanks. I will move on to our next one. So, you Google a consumer that you are providing employment services for. And then you see pictures of a sexual nature on a dating site. As you are a male, what is the ethical way that you could approach your female clients? Now, let me just say, in the new age of technology and social media, this is one that we are often faced with as service providers, even as educators. I tell students all the time, be careful what you post on social media because employers do look at those things. Which is why, in this example, the person was googling their client-customer-consumer, whichever word you choose to use, to make sure there wasn't anything out there that might keep that individual from getting a job. And as we know, people post things, you don't think about it quite frequently, that can lead you to not be able to get employment. So, as we think about this one, this also has a cultural component to it because we have a male who is working with a female client. And some individuals might be uncomfortable having to have those kinds of conversations, either based on your own cultural background, ethnicity, race, or perhaps the way you were ways, and having the conversation, whether it is a male to female or a female to male, having these conversations. For me personally, I don't necessarily see the conflict of being male and having a conversation with a female. But, I am aware that that could be something that might be a little tricky for some folks. We think about cultural context and bias, I think you should be aware that if you and the other person do not have the same shared gender, ethnicity, socioeconomic background, etc. it could be an awkward conversation. Your initial response. If you're anything like me -- oh my God. I can't believe this person did this. Even though we know dating sites are very popular right now. Social media is very popular right now. I completely get it. But, my initial response would be -- no, no, no! Take this off the Internet. That's my initial response. And I hope you appreciate my initial response. I am trying to be very honest and transparent. That will be my initial response. It's not a judgment. If anyone was to put up pictures of themselves, that is not my judgment. I am more caught up in what is going to impact you getting a job if we are thinking from an employment perspective. So my initial response needs to go away. And then I would go into the same thing we talked about earlier -- fact-finding. He found the facts. On the Internet the person has some inappropriate pictures out there on a dating website. They are looking for a job, and they are of two different genders. Those are the facts. I think about agency policy. The agency policy doesn't say anything about how to talk to your clients. Maybe they don't have any specific policies. Or maybe they do, because social media has been such a hot topic that they said -- you must tell your client if they have any inappropriate photos they should immediately get rid of them. Contact the client. You are having that conversation about why this would not be a good idea. Maybe there is no policy, said that I would look at the codes again. Go to the code and say -- okay, what could be
at play here? Again, for me, one of the first things that jumped out its veracity. I would have to be honest. I would have to say -- okay, is on the Internet. With all my clients I make sure there is nothing inappropriate that would keep them from giving aid getting a job. And that I went to meet my burger.com, I don't know what dating sites are called anymore -- and I saw some pictures of you -- hot girl 99 -- I just want to tell you if I saw these photos, that potential employers may have seen those photos. Be honest. If you don't necessarily have the conversation with your client or customer-consumer, you could have the nonmaleficence where is the intent to do no harm. You don't want to harm them by not saying it's out there for everyone to see. And you want to do good in the benevolence piece. It's important to have a conversation. When you are thinking about the notion of your gender and whether you are concerned, whether it's your age or your gender or whatever, again, bring it back to employment. That's my biggest peace, is if you are working on employment, don't be caught up in the judgment piece of -- my God, here are these pictures on the Internet. It is not about you judging. It is more about what would keep the client from getting a job.? I would have a conversation with my client about -- here are some reasons why you might not get a job, or there are some voters out there and some employers may see that as inappropriate. And don't necessarily I don't necessarily see that there is anything illegal about this, unless the person is under age. Now we are dealing with something completely different if we are thinking about under age individuals posting pictures on the Internet work if people do view those that can be a crime. If that is the case, then now you have to meet with your supervisor. See what the policy looks at. Talk to your supervisor about what you have seen and determine if you need to take further legal action to tell someone that these pictures are out there, or if you just need to have that conversation with your client or customer. I think it's very important that you have the conversation with the client or customer and explain why these pictures are inappropriate, based on their need for getting a job. Freda, do we have any questions or comments.

>> The only comment we had was -- this could be very different if it's a faith-based provider.

>> Okay. I could see that.

>> That's reality. That could play into that role, depending on where their provider is. Whether services are coming from. They didn't even pick up on the gender issue. It was just basically some faith-based providers have different policies on this.

>> Exactly. Which is why I always say definitely check your agency policy because depending on the type of agency you work for, there may be already be policies that they if anyone has any inappropriate images, language, or whatever on the Internet, you could be terminated for services. If that is in your policy, you go back to your policy and explain. And that have a teachable moment with your client or customer about why this is a policy, and how they violated this policy. You know, I think sometimes, in particular with the Internet, we may participate in things and we forget it's there, whether it's appropriate or inappropriate. Or you think, I deleted it here so it must be gone here. But, it's not. It's always there. It's not necessarily something that you can delete or that leaves. So, it's just things to think about in
terms of media and how we present ourselves. Example 3 -- so, you have been working with a consumer for several weeks who has a significant mental health disorder, and you have been working with them to obtain employment. And they have not necessarily been having good luck. And while you have been working with them to obtain employment, you have been contacted by a potential employer that is looking to fill a position. And they ask you -- what is the customer's disability? How do you proceed? Now, I can just tell you -- I don't know about many of you, but I have been in this scenario many, many times when working with client clients. Working with clients with disabilities where you are working with a potential employer where they said -- what's your disability? And some of it is they are thinking of risk management. Some of it can be attitudinal -- I don't necessarily want people here with X disability, whatever disability it is. The fact that you are asking makes you stop and go hmm. or it could be about you breaking confidentiality with your client if you disclose information. Go back to the decision-making model. The initial response -- my initial responses -- why does this person want to know this information? What are you using this for? And then I would kind of list the facts. Working with someone who obviously wants to get a job. They have a severe health disorder. You have a potential employer who is looking for someone. And then they ask you privileged information about your client. Those of the facts. So, I look at my policy. Maybe the agency policy says if you have had a consumer or customer sign a consent form thing you can discuss their disability status with potential employers, then okay, fine. You could potentially have that conversation. If there is no policy or if you are not clear, then I go to the ethical principles. So, they may not be prepared to disclose their disability. And so if you tell the employer -- they have, you know, bipolar disorder or they have schizophrenia, or whatever -- you have now taken away their autonomy and their independence to be able to be able to tell that employer what their disability is. And that could do potential harm to not only your relationship with the client or customer, but to your reply mint relationship with the employer, as well. Some employers in general are just asking, maybe they want to provide accommodations. Maybe they want to make sure their site is accessible for people with disabilities. Some folks are doing risk management. Some are just curious. In the case of attitude, if you do disclose with out your customers consent, and the potential employer you are talking to is like -- oh my God, no, we can't hire this person because people with mental disorders are going to hurt other people. Big are going to danger they are going to endanger other people at my employer site. Not only have you taken away their atomic, but you have cause them harm because this employer thinks they're going to cause harm. Again, thinking about those principles. And then see, are there any legal ramifications? Well, can an employer ask you about a consumer's disability without their consent? No. It's your right as a person who has a disability to disclose, and to choose when you disclose. You can disclose, as the consumer or customer. If they want to, they could tell the employer. You can disclose, as the consumer or customer. If they want to, they could tell the employer. Should they go on an interview or should they be selected for a job, if they want to. If you disclose on behalf of your client or customer without their consent that is an ethical issue. And that I would sit down and have a conversation with the customer. Maybe you tell the employer -- you know, I work with customers with all types of disabilities. What about this particular person? I'm not at liberty to
say without speaking to the customer at first. Most of them will say -- okay, I understand. Or, it
must be something really bad. Not necessarily. I just need to get the customers consent. Then
you go back to the customer and explain -- how do you want to proceed? And then they say --
no, I don't want to disclose at this time. Or -- I would rather disclose on my own if I given the
opportunity. The key is to think about whether you would want someone to disclose your
personal information without your knowledge. If the customer or client has already given the
consent to do so, that's fine. But if they do not and you do disclose you could be in a potential
serious situation. This would be a great opportunity for you to consult with other service
providers and find out. Maybe got and talk to people and say -- this employer is notorious for
not wanting to hire specific disabilities. You are like -- okay. That says to you that perhaps you
may not want to work with his employer because they are not as open to having people with
certain disabilities. Or maybe they will say -- I have worked with that employer in the past and
they just want to make sure they are accommodating and make sure things are accessible. Then
you are thinking -- great. This might be a great employer to work with. I'm not really sure, but in
the past when employers have asked me this I say -- let me check with my client first before I
get that information. I'm not at liberty to share. So, you have different ways that you could
proceed. But I think consultation would be a great one in this scenario, as well. Freda, do we
have any questions or comments?

>> We have two comments. One was what they were doing the scenario is they would discuss
how the customer would deal with this question. The other one related to -- they had had this
happen before because they had previously placed him at an employer for that person disclose
disclosed, so the employer was expecting the next one to disclose. [ Laughter ]

>> Because, in the definition, when we think about disability we talk about a person has some
limitations to quality of life. But the other piece of that are that the person is assumed to have a
disability that limits one of their qualities of life. The assumption could be -- well, if this person
is working with your agency, certainly they have a disability. And you have placed two or three
other people and they had these disabilities, so this person must have the same disability. And
they may or they may not. There is the assumption that has already been made. Are you still
here, Freda?

>> I am still here. I'm sorry. That was awkward. I'm sorry. It was one other one about -- I would
tell the employer that I would have to ask my customer if it's okay to release medical
information. It kind of turns into another -- we are not talking disability, we are talking medical.
Back exactly.

>> I like that idea, as well. That's really good.

>> I love the notion to that we have a conversation with potential employers and say -- I need
to come back and talk to my client before I disclose this information. You know what this author
does is it gives you some more time to think about it, too. It doesn't mean you have to hurry up
and respond, because now you have responded. You have said -- let me check with my client-
customer first. That gives you an opportunity to consult with other people and talk to your client or customer before you go back to the potential employer. Okay. So I am going to go to example 4, which I am sure many of us have also been faced with. So, Chris wants to go and get a landscaping job. Your company has a crew contract with a company writes outside the base right outside of town. And one of the folks has left this crew, and your employer is putting pressure on you to put Chris in this position. Chris could potentially do this job. And this job pays better than the landscaping job that you have jobs that you have seen in your area. So, when it be okay in the scenario for you to push Chris into doing this job, which pays more than the landscaping jobs? Here we go. So, initial response. Do you push Chris into doing this job? My initial response is, no. That does not mean that it is the right or wrong. That's just my response. No is my initial response. I will list the facts. Chris needs a job. That is number one. Chris is interested in landscaping. Here is a job that is open. He needs a job. It's an open position. The boss. Maybe many of us are feeling pressure from our boss. Those are all the facts. When you look at your agency policy, maybe your policy says that you place clients in positions that are of their personal interests, strengths, abilities, etc. We already said, Chris has the ability to do the job. He could potentially do the job. But maybe he does not have the interest in this job, or his strengths don't lie in this job. Maybe landscaping is something he has done in the past, he really likes, he is really that it, and that is an interest to him. Okay? Then I look at the ethical principles. Are you being fair? Because you said to your client -- we are going to work on getting you a job in an area of landscaping, because that is what you are interested in. Are you doing what you said you are going to do? You are still helping them find a job but it is not necessarily in something they are interested in. Are you going to do harm to your client if you place them in this job? Maybe, maybe not because this job could have longer hours. It may have better pay but it may be longer hours than he wants to work. The job may be harder labor than what he is interested in. The job could be something that he is able to do, but not necessarily one of his strengths. You have to think about all of those pieces. So you go back and you're also still thinking -- the boss is wanting you to do this. So now are you going to hinder your relationship with your supervisor? Are there any legal issues? Not necessarily. Or maybe there are because maybe the provider says that you have to place your clients in positions that are of your interest and skills, and maybe this is not of his interest and skills. And so Chris could come back and say -- you did not put me in a job that was based on my interest and skills. You put me in an open position. So that could be something that could be a legal situation that happens. Again, this to me is another great scenario when you could consult and talk to other people who may have been in similar situations. See what they have done. Maybe they said -- in the past I went and checked it out with my client and actually they really liked it. They said even though they wanted to go into a different field they really enjoyed it. They were into it. They like the social piece. They just want to make money to be able to support themselves and their families. They were interested in this other job, but if this pays more they are willing to do it. So, maybe it works out. Or, you could say -- that happened to be, too. Maybe there are four or five of you who have had the same issue where the supervisor wants you to put people in inappropriate placements, which
we talked about last week, was an ethical violation where you have to do matching for your customer, based on their interests, capabilities, and skills. So, maybe you had an ethical violation at your place of employment that you need to seek further help with. The key here is to sit down and talk with Chris because maybe Chris is interested in landscaping, but then when he hears -- oh yeah, he could go here. It's not my dream job but it pays really well and it's something I'm able to do. I really need to take this job. Or he could say -- know, I've seen that place. I have zero interest in working there. I would really rather keep looking for a landscaping job because that is something I wanted to work in, even though the pay is less. I'm willing to make that sacrifice. The key is to sit down and have a conversation with your client or customer and let them know, when we talk about informed choice here, you can keep looking for a job and it may take us a little jobber. You know that. It could take us longer to find a job in landscaping. This job is available but it is not something you are necessarily interested in. So the client can think about that and weighed the options. Freda, any questions or comments here.

>> We had more comments on the last one that I am trying to catch up with. Hate when that happens. Great ones. I agree with you. If the customer would like for them to let me know their disability, I will release that to the employer. Another one here. We discussed that one. Can we address the question with the client with the client about disclosure in advance of speaking to any employers? This way we would already know how to proceed and take a proactive approach?

>> That is such a great strategy that I also used to do with my client. How would you like to proceed? If you already know, you have art he had that practice with your clients, that then alleviate some of the stress of what to do. That's a great, great comment.

>> I have one that just came in again. It said -- provider company would lose patient payment for the referral service if the customer is hired, since this is not allowed by vocational rehab. This is relating to the example on the screen right now. But if the boss one of the placements restless to offer the dog, the placements restless would have offered the job, the placement specialist would have to offer it as an option to the customer.

>> Again, I'd like to help your consumers or customers work towards what their decision is, where you are not taking away somebody's economy. We all know in the world of work, when you have a supervisor, you have someone you have to answer to, as well. As opposed to say -- nope, I'm not doing it, at least if you say -- I will consider talking to my client about it -- you have again brought it back to the client. You are focusing on -- here is what I have been doing. Let me just talk to my client before we proceed. They may not be interested in this job.

>> I think you have to be careful because I don't think a lot of times placement specialist realize the power that they have in the position that they have. If you want to offer this job to Chris, Chris might think -- oh, this is what they are recommending me to do so I should take this. So, I think it is how it is presented. Pros, cons. What do you want? What are you looking for? I have
seen that happen that when it is offered the consumer thinks -- sure, I will take it. Great. And it doesn't always work out great.

>> Exactly. I totally agree. Definitely talking through it and going to the pros and cons of taking that is helpful. And knowing that Chris, depending on his situation, he may want to go home and discuss it with someone else. Maybe has a spouse or a family he is taking care of. Maybe his parents. He was other guidance. He may have to talk to other people about this before he decides, as well. Thank you. Are there any comments before I move on to the last one, Freda?

>> No, ma'am.

>> So, here we go. You have a consumer that lives with one of your in-laws. Oh joy. You see him at every family function. He talks about what happened at the last family gathering. And while he is at the day job where you are also employee, at the church with all kinds of folks he is talking about your family. How can you get out of the middle? This is one we often may face because, again, we work with client. This arena is a small world. The rehab area is a small world. So you may find yourself in situations where you are providing services to a client, but then a family member knows the client, a friend knows your client, and now you are in the middle. In this case, you have the family connection as well as the employment connection. The first thing, your initial reaction, oh my gosh I'm going to all these events. You're always with my family. And then you're coming to me as a job coach. My initial thought is -- you are going to have to work with someone else. You are going to have to find someone else to provide your job coaching needs. That is my initial. Now I look at the facts. The facts are, I am in a dual relationship with you. I have you in the professional sense that I am providing job support, job coaching to you. But, you are also connected to my in-laws which puts you in a more informal situation. That's a fact. I am obviously feeling uncomfortable with this. That is another fact. The town is small, so I am going to have to see you in whatever way. Those are just the facts. So maybe you look at the policy and it says that you cannot have dual relationships with your client, so you cannot work with anyone who is a family friend, a family member, or that you know in any other way. That might knock you out right there. Great. You are living with my in-laws. That puts us in a dual relationship. I am going to have to sit down and have a conversation with you about maybe transferring you over to another job coach. Not because I dislike you, or not because I don't agree with your opinion about the family, but it's putting me in an odd predicament because I am having to work with you not only as a professional, but in my personal life. Or, you look at the ethical codes any say -- okay, veracity again comes back for me. Let me just be honest. I'm incorrigible with this because I know you on a personal level, so it's hard for me when we are professionals to remember that. I can't do my job as effectively. Maybe you have that conversation. Maybe you want to do them some good -- I think it would be better if you work with another job coach because they may have a different perspective and see things that I don't see because I see you on a personal level and not so much on an employment level. If we are going to work together as a job coach and a customer, I want to focus on your employment, and not focusing on that. Always bring it back to employment.
Always bring it back to employment when that is what you are working on in your head because that is what you're working on when you are having a difficult conversation with a customer. Again, are there any legal issues as you work through this? Maybe not. You haven't done anything illegal. You are not engaged in anything. That's fine. And then I would maybe consult with your supervisor. Tell them what is happening. They may say -- no, we can't do this because you are in a dual relationship with the client. Because you don't want to show any favoritism to the client because you know them outside of work. Or maybe they say -- yes, we have another counselor, job coach that could work with them. Or maybe they say -- know, we are really short staffed. You are going to have to find an effective way for the two of you to work together. But you can technically get out of the middle. Even if it is you have to work with the client or customer, you can say -- look, when we come to the worksite we cannot talk about any personal things, what happened at the last of the gathering. When you are here with me I need you to focus on work and not your personal life. And the same thing -- when we are at family picnics or parties, I do not want to talk to you about work. I have to go back to my personal self. There is a way for you to be able to still work with the client if that is what you want, what the client wants, if it's going to work out. There was also a way where if you feel like you need the client to work with someone else, you can look at those ethical codes. You can consult with other people. Agency policies and hopefully find someone else the client can work with. All right, Freda. Any comments?

>> This comment just came in. It's a great comment. If there is not a policy which prevents us from working with the client, we might find a way to turn this into an opportunity. I love that statement all by itself. It is important not to engage, however we may have the conversation with the client about separating their own personal lives from their professional lives as a way to of taking their level of professionalism to the next level. That's awesome.

>> That's a great comment.

>> Teachable moments. Absolutely. I have to be honest with you, when I first read the scenario my first response was -- no, no, no. That was my initial, because it can be so in between -- so intertwined. I realize in small town sometimes it's unavoidable. If you are a provider in a small town you may be related to 70% of the town. Left back. [Laughter]. You've got a very small chance of it not being a family member. Really great comments on every one of those. That's a problem in a small town that most of these folks that are out here today deal with on an everyday scenario.

>> As I mentioned, there are different ways that one can respond to the scenario. My weight doesn't have to be the only way. So you may be able to transfer them to somewhere else. If you're in a small town, that may not be effective. I certainly appreciate the comments.

>> Yes. We have just a few more coming in. Obviously, they love your presentation, Dr. Livingston.

>> Thank you.
Small towns, we don't have anyone to refer to. Where it.

Exactly. So, let's separate ourselves when we come to work.

That's the comments coming in now that they have those upfront conversations before service services ever start about what the boundaries are. What that is. I can't imagine having to do that that in depth. I agree with it so much. I think that goes out to larger towns, too, that I have been in situations where I have run into a customer that I previously helped. And I have always been very honest that if I see you out I am not going to approach you. If you want to approach me, that is up to you. But, I am not going to make eye contact with you. Don't take it personal. If you want to approach me, we're cool.

I'm the same way. If a lot of you do a lot of your work upfront, that helps with a lot of these scenarios.

Absolutely. All of these consent forms that we do, and release of information that we take for granted really come back when you start talking about decision-making using your ethics. Because that's where you're going to go back to and say -- this is what we discussed. This is how we are going to run this. Don't run to those quickly. Really explain and provide your customer scenarios. You can use some of the ones we provided today. Hey -- if this happens this is what we might have to do. Just so you know, we are going to Google you. [Laughter]. You absolutely should, because I guarantee those employers are going to do that. You don't want to be blindsided by an employer. I have been down that road, too.

That's always a nice Punch when you are like -- what? You found what? And then you're like -- thank you. Because you know you are done then.

Exactly.

That's all I have, Freda. I don't know if we have any other questions or comments.

We had no more. We are getting lots of positive affirmations here about having enjoyed your presentation today, as always.

Thank you.

We enjoyed having you here. You can just come back into this every week for us, right? You are not doing anything else, right? As always, we have recorded this webinar. It is a two-parter. We will post it on the on demand system for those of you who of Mystic, want to go back to it, want to review it. If you haven't that handout, please go ahead and do so now. We will send you that survey. Your feedback is vital from us vital for us. We are going to put a significant of completion uploaded to your user portal and the next 3-5 business days. If you called in by phone only, please make sure you send us an email so we can get you credit for that. That is untwise@unt.edu. If you are a CRC we will offer you that credit. Are you have to do is email us your name and what you listen to today and we will make sure you get credit. XO much for
being here talk thank you so much for being here Dr. Livingston. I had a hard time keeping up with everybody. I tried to do my best. Have a great day. We will see you next time.

>> Bye bye.

>> Bye

>> [ Event Concluded ]