

Ethics Code

Preamble

Developmental Service Workers and Personal Support Workers believe in the dignity and intrinsic worth of every human being and are committed to the values of acceptance, self-determination and respect of individuality.

They believe in the obligation of all people, individually and collectively, to provide resources, services and opportunities for the overall benefit of humanity.

Developmental Service Workers and Personal Support Workers are dedicated to the welfare of people and the realization of human potential; to the development and disciplined use of scientific knowledge regarding human behaviour in its individual and collective forms; to the development of resources to meet individual and group needs and aspirations; and to the achievement of social justice.

Developmental Service Workers and Personal Support Workers are pledged to serve without discrimination on any grounds.

Developmental Service Workers and Personal Support Workers are committed to increasing knowledge of human behaviour and of people's understanding of themselves and others and to the utilization of such knowledge for the promotion of human welfare.

While pursuing these endeavours, Developmental Service Workers and Personal Support Workers make every effort to protect the welfare of those who seek their services or of any person who may be the subject of their study or intervention.

Developmental Service Workers and Personal Support Workers use their skills only for purposes consistent with these values and do not knowingly permit their misuse by others.

While demanding for themselves freedom of inquiry and communication, Developmental Service Workers and Personal Support Workers accept the responsibility this freedom requires: competence, objectivity in the application of skills and concern for the best interests of service recipients, colleagues, and society in general.

In the pursuit of these ideals, Developmental Service Workers and Personal Support Workers subscribe to the highest principles governing human behaviour.

The preservation of the highest standards of integrity and ethical principles is vital to the successful discharge of the responsibilities of all Developmental Service Workers and Personal Support Workers to the extent that poor performance by one hurts the credibility of all.

The ethical responsibilities of Developmental Service Workers and Personal Support Workers require that the welfare of those they support be considered paramount.

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This code is intended to serve as a guide to the everyday conduct of Developmental Service Workers and Personal Support Workers and as a basis for the adjudication of issues in ethics when the conduct of Developmental Service Workers and Personal Support Workers is alleged to deviate from the standards expressed or implied in this code.

It represents standards of ethical behaviour for Developmental Service Workers and Personal Support Workers in professional relationships with those served, with colleagues, with employers, with other individuals and professions, and with the community and society as a whole.

In subscribing to and abiding by this code, the Developmental Service Worker or Personal Support Worker is expected to view ethical responsibility in as inclusive a context as each situation demands and within which ethical judgement is required.

The Developmental Service Worker or Personal Support Worker is expected to consider all the principles in this code that have a bearing upon any situation in which ethical judgement is to be exercised and professional intervention or conduct is planned.

The failure to specify any particular responsibility or practice in this code of ethics shall not be construed as denial of the existence of other responsibilities or practices that are equally important.

Any act that is in violation of the spirit and purpose of this Code of Ethics shall be unethical practice.

The course of action that a Developmental Service Worker or Personal Support Worker chooses is expected to be consistent with the spirit as well as the letter of this code.

Ethical behaviour in a given situation must be able to satisfy not only the judgement of the individual Developmental Service Worker or Personal Support Worker, but also the judgement of an unbiased jury of professional peers.

Developmental Service Workers and Personal Support Workers are required to cooperate in the implementation of this Code and abide by any rulings based on it.

They should also take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues.

Finally, Developmental Service Workers and Personal Support Workers should be equally ready to defend and assist colleagues unjustly charged with unethical conduct.

Part I: Duties and Responsibilities of Developmental Service Workers and Personal Support Workers to Those they Support

1. Service Recipient Defined

1.1 Primary Responsibility and Accountability to the Service Recipient - the service recipient, and primary person to whom one is accountable, is the senior and/or the person with a cognitive, developmental, mental and/or physical disability, or other vulnerability which may inhibit or prevent them from claiming and exercising their own right to direct their service.

1.1.1 This is so even when one is working primarily with family members, social groups, organizations, and/or communities in support of that service recipient. When a service recipient has not been clearly identified, or when there is a group of service recipients identified rather than just one, one's actions are to be consistent with serving the best interests of service recipients in general.

2. Service Ethics and Protection of Service recipients

2.1 High Quality Care - Developmental Service Workers and Personal Support Workers recognize as a guiding principle that any care provided should be of the highest quality possible.

2.1.1 - Competence and Character - the Developmental Service Worker or Personal Support Worker serves service recipients with devotion, loyalty, determination, and the maximum application of professional skill and competence.

2.1.1.1 the Developmental Service Worker or Personal Support Worker provides a quality of service which is subject to evaluation by peers and is at least equal to the standard of practice any member of society would expect to receive in a like situation.

2.1.1.2 the Developmental Service Worker or Personal Support Worker avoids making even preliminary assessments, diagnoses, or treatment recommendations without seeing a service recipient personally, though such services may be justified as an exceptional circumstance in the most remote regions of the land. This does not apply to the followup care of service recipients, nor does it include the provision of general information of an educational nature. Recommendation for highly intrusive treatments are never made without seeing the service recipient personally and conducting the appropriate face-to-face assessments and consultations.

2.1.1.3 the Developmental Service Worker or Personal Support Worker bases practice upon recognized knowledge relevant to their duties

2.1.1.3.1 competence goes beyond formal qualifications. The Developmental Service Worker or Personal Support Worker makes reasonable and continuous efforts to upgrade and use effectively the values, knowledge, and skills of professional practice.

2.1.1.3.1.1 the Developmental Service Worker or Personal Support Worker maintains adequate knowledge and abilities to meet standards of practice requirements as set out in the majority of published practice literature for the primary service recipient group(s) and form(s) of intervention in which they are engaged.

2.1.1.3.2 the Developmental Service Worker or Personal Support Worker recognizes that sufficient ability for a particular task may require advice from or collaboration with experts in

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other professional disciplines and seeks service recipient agreement to work in these collaborative situations.

2.1.1.4 the Developmental Service Worker or Personal Support Worker critically examines, and keeps current with, emerging knowledge relevant to the primary service recipient group(s) and form(s) of intervention in which they are engaged.

2.1.1.5 the Developmental Service Worker or Personal Support Worker respects service recipient motivation, capacity and opportunity for change or independent functioning at all times during the planned change process and uses this knowledge appropriately to facilitate the attainment of intended outcomes.

2.1.1.6 the Developmental Service Worker or Personal Support Worker demonstrates primary respect for the intrinsic worth of people.

2.1.2 - Protection - the Developmental Service Worker or Personal Support Worker takes every precaution to avoid injury to service recipients whether by omission or commission, directly or indirectly as a result of their work.

2.1.2.1 the Developmental Service Worker or Personal Support Worker does not undertake a matter of professional practice unless s/he has demonstrable competence in the matter.

2.1.2.2 the Developmental Service Worker or Personal Support Worker withdraws services in a manner which does no harm to service recipients.

2.1.2.2.1 the Developmental Service Worker or Personal Support Worker withdraws services precipitously only under unavoidable circumstances, and giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects.

2.1.2.2.2 the Developmental Service Worker or Personal Support Worker anticipating his/her termination or interruption of service to service recipients, notifies service recipients promptly and arranges the appropriate transfer, referral, termination or continuation of service in relation to the service recipients ' needs and preferences.

2.1.2.3 the Developmental Service Worker or Personal Support Worker takes care to reasonably manage the parameters of authority involved in social control responsibilities and acts to protect service recipients from undue influence and abuse of power or expert position.

2.1.2.4 the Developmental Service Worker or Personal Support Worker recognizes that personal problems and conflicts may interfere with professional effectiveness.

2.1.2.4.1 the Developmental Service Worker or Personal Support Worker maintains reasonable personal health and well-being as a recognized component of responsible and competent practice. If personal problems occur, the Developmental Service Worker or Personal Support Worker takes all reasonable care to determine whether professional activities should be suspended, terminated or limited.

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2.1.2.4.2 the Developmental Service Worker or Personal Support Worker is alert to and resists influences and pressures that interfere with service recipient rights or the exercise of proper professional discretion and impartial judgement.

2.1.3 - No Discrimination - the Developmental Service Worker or Personal Support Worker does not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, colour, sex, sexual orientation, age, religion, national origin, ethnicity, marital status, political belief, mental or physical handicap, or any other preference or personal characteristic, condition or status.

2.1.3.1 the Developmental Service Worker or Personal Support Worker acts to ensure through reasonable advocacy and other intervention activities that dignity, individuality and rights of persons are safeguarded.

2.1.4 - Accessing Support - the Developmental Service Worker or Personal Support Worker uses every other appropriate and available resource where knowledge may contribute to diagnosis/assessment and/or treatment in the best interest of service recipients.

2.1.4.1 the Developmental Service Worker or Personal Support Worker understands the areas of competence of related disciplines, seeks advice and counsel of others, and makes full use of all the professional, technical, and administrative resources that best serve the interests of service recipients.

2.1.4.2 when direct, specialized help from others is unavailable, the Developmental Service Worker or Personal Support Worker who lacks such specialized competence where it is required, declines to act without obtaining the service recipient's informed consent to consult or collaborate with, or refer to, a Developmental Service Worker or Personal Support Worker or any other professional who is competent in that matter.

2.1.5 - Referral Out - the Developmental Service Worker or Personal Support Worker unable to examine, treat or provide appropriate quality service to a service recipient promptly, for whatever reason, refers the service recipient to another available service whenever possible.

2.1.5.1 the Developmental Service Worker or Personal Support Worker provides the service recipient with all relevant information regarding other sources of assistance relevant to their needs.

2.1.5.2 the Developmental Service Worker or Personal Support Worker provides direct referral, with the service recipient's informed consent, whenever possible, to the best available services relevant to their needs.

2.1.5.3 the Developmental Service Worker or Personal Support Worker who lacks specialized competence where it is required, and cannot obtain sufficient competence without undue delay, risk or expense to the service recipient, always refers the service recipient to the appropriate available resource.

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2.1.5.4 the Developmental Service Worker or Personal Support Worker always advises the service recipient of other equivalent or similar services when there is any delay anticipated in provision of service.

2.1.5.5 the Developmental Service Worker or Personal Support Worker accepts a referral when lacking specialized ability only with the informed consent of the service recipient, and if the Developmental Service Worker or Personal Support Worker works cooperatively, and if necessary, under the supervision of, others who have such specialized ability and only when there is no one with the required special competence available when required by the service recipient.

2.1.6 - Conflict of Interest - the Developmental Service Worker or Personal Support Worker acts with the highest degree of personal and professional integrity and avoids relationships or commitments or personal interests that conflict with the interest of service recipients.

2.1.6.1 the Developmental Service Worker or Personal Support Worker does not exploit the trust and dependence of service recipients for personal advantage.

2.1.6.1.1 the Developmental Service Worker or Personal Support Worker does not provide unnecessary or futile services nor accept persons for services or treatment where benefit cannot reasonably be expected to accrue, nor continue services or treatment where benefit cannot be reasonably expected.

2.1.6.1.2 the Developmental Service Worker or Personal Support Worker does not charge excessive fees. In private practice a Developmental Service Worker or Personal Support Worker provides to service recipients a complete schedule of fees and charges in advance.

2.1.6.1.3 the Developmental Service Worker or Personal Support Worker does not guarantee or warrant without empirical support any professional consultative or therapeutic procedure, oral or written, directly, or by implication or by an injudicious statement of prognosis.

2.1.6.1.4 the Developmental Service Worker or Personal Support Worker does not prescribe nor recommend devices or treatment materials where benefit cannot reasonably be expected to accrue.

2.1.6.1.5 the Developmental Service Worker or Personal Support Worker avoids scrupulously any behaviour which could even be easily misconstrued as privately shared intimacy with service recipients.

2.1.6.1.6 the Developmental Service Worker or Personal Support Worker terminates service to service recipients and professional relationships with them appropriately, when such service and relationships are no longer required or no longer serve the service recipient's needs or interests.

2.1.6.1.7 the Developmental Service Worker or Personal Support Worker does not use or attempt to use information received from a service recipient to directly or indirectly acquire advantage or material benefits.

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2.1.6.1.8 the Developmental Service Worker or Personal Support Worker does not persuade or influence a service recipient to make gifts or contributions to him/her or to institutions, organizations or charities in which s/he has a direct interest.

2.1.6.1.9 the Developmental Service Worker or Personal Support Worker does not accept gifts of more than token value from a service recipient.

2.1.6.2 the Developmental Service Worker or Personal Support Worker maintains a reasonable level of objective self-awareness in order to appropriately manage personal needs, feelings, values and limitations in the context of a professional relationship, the planned change process and the intended outcomes.

2.1.6.2.1 the Developmental Service Worker or Personal Support Worker carefully considers when there is a need or when it might be therapeutic to appropriately self-disclose, or share personal information about the Developmental Service Worker or Personal Support Worker with the service recipient. The Developmental Service Worker or Personal Support Worker never forgets that in the helper-service recipient relationship, s/he is the helper not the service recipient.

2.1.6.2.2 the Developmental Service Worker or Personal Support Worker acts to ensure that the difference between professional and personal relationships with service recipients is explicitly understood and respected, and that the Developmental Service Worker's behaviour is appropriate to this difference.

2.1.6.2.3 the Developmental Service Worker or Personal Support Worker is alert to personal, social, organizational, financial or political situations or pressures that might lead to misuse of their influence to the detriment of service recipients.

2.1.6.2.4 the Developmental Service Worker or Personal Support Worker never practices while her/his ability to perform adequate professional services is impaired by alcohol, drugs, illness or other dysfunction.

2.1.6.3 the Developmental Service Worker or Personal Support Worker fulfils the terms of an agreement with a service recipient. Services departing from the agreement have the sanction of the user prior to their initiation.

2.1.6.4 the Developmental Service Worker or Personal Support Worker abides by, adheres to, and is accountable for her/his performance to the Code of Ethics

2.1.6.4.1 if requested by a service recipient, the Developmental Service Worker or Personal Support Worker provides information relating to the address and telephone number of their governing professional body or organizational supervisor, and makes available the Code of Ethics and such organizational standards as relate to the questions or complaints of the service recipient.

2.1.6.4.2 if conflict arises within a Developmental Service Worker's professional practice (i.e. within an organization) the standards declared herein are expected to take precedence. In all

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cases, if this Code would be compromised, the Developmental Service Worker or Personal Support Worker acts in a manner consistent with the standard of practice set by this Code.

2.1.6.4.3 the Developmental Service Worker or Personal Support Worker observes the declarations of this Code in spirit as well as to the letter.

2.1.6.4.4 the Developmental Service Worker or Personal Support Worker reports to the appropriate regulatory body any instance involving or appearing to involve a breach of conduct set out in this Code after making the observed or suspected breach of conduct known to the individual directly involved.

2.1.6.4.5 in all cases such a report is made in good faith, without malice or prejudice.

2.1.6.5 the Developmental Service Worker or Personal Support Worker possesses reasonable moral principles especially in relation to truth and fair dealing and has personal qualities of honesty and sincerity.

2.1.6.5.1 the Developmental Service Worker or Personal Support Worker makes no false, misleading or exaggerated claims of education, qualification, experience, or efficacy.

2.1.6.5.2 the Developmental Service Worker or Personal Support Worker does not charge a fee to a service recipient who is entitled to his or her services free of charge unless the service recipient has been made aware by the Developmental Service Worker or Personal Support Worker of comparable free-of-charge services and nonetheless has elected in writing to be seen by the Developmental Service Worker or Personal Support Worker for a fee.

2.1.6.6 the Developmental Service Worker's private life is a personal matter to the same degree as it is for any other citizen, except as it may compromise the competent fulfilment of professional responsibilities, or reduce the public trust in the profession.

2.1.7 - Confidentiality - the Developmental Service Worker or Personal Support Worker protects the confidentiality of all professionally acquired information and discloses such information only when properly authorized or obligated legally or professionally to do so.

2.1.7.1 the case record itself is the property of the self-employed Developmental Service Worker or Personal Support Worker or the employer of Developmental Service Workers and Personal Support Workers and is, unless otherwise dictated by statute, the responsibility of the Developmental Service Worker or Personal Support Worker or employer and subject to their control.

2.1.7.2 professionally acquired information is treated as privileged communication and ordinarily only the service recipient has the right to waive privilege.

2.1.7.2.1 the Developmental Service Worker or Personal Support Worker takes reasonable care to safeguard personal papers or other property belonging to the service recipient if they need to be held for safekeeping.

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2.1.7.2.2 the Developmental Service Worker or Personal Support Worker ensures that all information recorded is either relevant to the solution of the service recipient's problems or is needed for others within the workplace setting who have a need to know the information in the performance of their duties.

2.1.7.2.3 the Developmental Service Worker or Personal Support Worker makes a reasonable effort to avoid recording information that would be against the best interests of the service recipient should the case record be subpoenaed.

2.1.7.2.4 the Developmental Service Worker or Personal Support Worker includes preliminary assessments, intervention plans and social change strategies as part of a permanent record for purposes of monitoring implementation of, progress toward, and response(s) to planned interventions.

2.1.7.2.5 the Developmental Service Worker or Personal Support Worker obtains informed consent when it is proposed to use any electronic method of recording actual work being done with the service recipient.

2.1.7.2.6 the Developmental Service Worker or Personal Support Worker avoids unnecessary conversations regarding service recipients and their affairs, even at work with colleagues.

2.1.7.2.7 the Developmental Service Worker or Personal Support Worker never discusses service recipients with members of the general public in a manner which could in any way lead to the service recipient being identified.

2.1.7.3 information is disclosed when necessary and appropriate only under very clearly controlled situations and conditions and with the service recipient's knowledge and informed consent unless specifically proscribed by law.

2.1.7.3.1 information may be disclosed to supervisors or others within the workplace with a legitimate need to know.

2.1.7.3.1.1 levels of confidentiality are established and maintained depending on the need for precise pieces of information to be known, whether by the service recipient him/herself, other Developmental Service Workers and Personal Support Workers, supervisors, administrators, members of other disciplines, volunteers (and their parent organization), agency support staff, computer and data processing personnel, consultants, accrediting and licensing authorities, third party funding resources, and researchers.

2.1.7.3.1.1.1 the Developmental Service Worker or Personal Support Worker respects the service recipient's general right to know and will allow reasonable periodic opportunity to check the accuracy of all information that is recorded as fact and contained in the permanent case record of an agency.

2.1.7.3.1.1.2 the service recipient's general access to information contained in the case record

may be refused for just and reasonable causes; for example, when the work involves different members of a family, group or community and unrestricted access to the agency record could mean divulging personal confidences of others or when recorded language could be misunderstood and prejudicial to one of the members. In such instances the Developmental Service Worker or Personal Support Worker only allows individuals to check the accuracy of information pertaining to themselves. In circumstances where service recipient access to information contained in the record is dictated by statute, the Developmental Service Worker or Personal Support Worker honours the law's prescription of what access is or is not permitted.

2.1.7.3.1.2 the Developmental Service Worker or Personal Support Worker informs service recipients at the outset of the professional relationship that some information acquired may be shared with others.

2.1.7.3.1.2.1 the Developmental Service Worker or Personal Support Worker ensures that the service recipient understands what is being asked, why, and to what purpose the information will be used.

2.1.7.3.1.2.2 the Developmental Service Worker or Personal Support Worker reasonably ascertains that the service recipient understands the confidentiality policies and practices of the workplace setting. This includes descriptions of how the officers and personnel of the agency which maintains the case record or those people other than the Developmental Service Worker or Personal Support Worker who have a professional need for the information in the performance of their duties intend to use the information.

2.1.7.3.1.2.3 disclosure of confidential information required by law or the policies of the workplace is explained to the service recipient where possible, before such disclosure is made.

2.1.7.3.1.2.4 where information is required by law, the Developmental Service Worker or Personal Support Worker helps the service recipient understand the consequences, if any, of refusing to provide the required information.

2.1.7.3.1.2.5 the Developmental Service Worker or Personal Support Worker in practice with groups and communities of people notifies participants of the likelihood that aspects of their private lives may be revealed in the course of their work together, and requires a commitment from each member in advance, to respect the privileged and confidential nature of the communication between and among members of the service recipient group(s).

2.1.7.3.2 the Developmental Service Worker or Personal Support Worker transfers information to another agency or individual, with the informed consent of the service recipient and then only with the reasonable assurance that the receiving agency provides the same guarantee of confidentiality and respect for the right of privileged communication as provided by the sending agency.

2.1.7.3.3 disclosure of certain information by the Developmental Service Worker or Personal Support Worker may be justified to defend oneself, colleagues or employees against formal allegations of conduct unbecoming a professional, including malpractice and negligence, or to

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collect fees. However, such disclosure may occur only to the extent necessary for such purposes. 2.1.7.3.4 disclosure of information necessary to prevent a crime, to prevent service recipients from doing harm to themselves or others, is justified. Such disclosure is made with reasonable care and wherever possible, with the service recipient's knowledge, unless informing the service recipient would impede the due process of law or violate the duty to warn others. Discharge of this duty requires the Developmental Service Worker or Personal Support Worker to take steps including, but not limited to, warning the intended victim or others who would likely inform the victim of the danger, notifying the police, or taking whatever other steps are necessary or reasonable under the circumstances.

2.1.7.3.5 when disclosure is required by order of a court, the Developmental Service Worker or Personal Support Worker does not divulge more information that is required or reasonable under the circumstances, and where possible notifies the service recipient of this requirement.

2.1.7.3.6 in cases in which a subpoena is served to obtain confidential information about a service recipient, the Developmental Service Worker or Personal Support Worker still attempts to protect the service recipient's right to privileged communication. When such privilege is not clearly recognized the Developmental Service Worker or Personal Support Worker obtains legal counsel and asserts the claim of privilege that belongs to a service recipient.

2.1.7.4 the Developmental Service Worker or Personal Support Worker ensures that workplace settings have confidentiality policies which spell out clearly who does and does not have access to what kinds of information and why the information is needed, especially information of an identifying nature.

2.1.7.5 the Developmental Service Worker or Personal Support Worker ensures that employees having even limited access to confidential information receive formal orientation on the principles of confidentiality and related personnel policies.

2.1.7.6 the Developmental Service Worker or Personal Support Worker promotes the adoption of policies and procedures governing retention and disposition (storage, destruction) of case records. These policies and procedures physically safeguard case records and personnel files against any anticipated threat or hazards to their security or integrity which would result in substantial harm, embarrassment, inconvenience or unfairness to any individual on whom information is maintained.

2.1.7.7 the Developmental Service Worker or Personal Support Worker distinguishes between sources of information, at the time of collection, i.e. that given directly by service recipients as the primary source of information about themselves and their problems, and information from corroborative sources as exemplified in the preparation of a community study, history taking from nonverbal or unreliable service recipients, assessment of mental illness or the investigation of criminal behaviour.

2.1.7.7.1 when information is required from other sources, the Developmental Service Worker or Personal Support Worker makes a reasonable effort to explain this to the service recipient, and seeks agreement on the method of obtaining the needed information.

2.1.7.7.2 the Developmental Service Worker or Personal Support Worker in practice with groups safeguards the right to privilege and confidentiality of information acquired about people in the group. Disclosure of information that one service recipient in the group has requested to be kept confidential from others is not made without the informed consent of the person providing the confidential information. When consent is given to the release of confidential records or information, the Developmental Service Worker or Personal Support Worker releases only information about the consenting person and protects the confidentiality of all information derived from others.

2.1.7.7.3 the Developmental Service Worker or Personal Support Worker does not disclose specific information in the case record which has come from other professional sources without written consent of that source.

2.1.7.8 information used in teaching or public education is treated in such a way as to maximize confidentiality and anonymity.

2.1.7.8.1 case material, case records or audiovisual material is not used in teaching or mass media communication in any way as to permit identification of service recipients without their informed written consent. Identifying information is eliminated or thoroughly disguised.

2.1.7.8.2 the Developmental Service Worker or Personal Support Worker presents a service recipient to a scientific gathering only with informed written consent from the service recipient.

2.1.7.8.3 the Developmental Service Worker or Personal Support Worker obtains confirmation that all matters of confidentiality of the presentation are understood and accepted by the audience.

2.1.7.8.4 the Developmental Service Worker or Personal Support Worker may present a service recipient or former service recipient to a public gathering or to the news media only with the informed written consent of the service recipient.

2.1.7.9 the obligation to maintain confidentiality continues indefinitely after the Developmental Service Worker or Personal Support Worker has ceased contact with the service recipient.

2.2 Normalization/Integration - Developmental Service Workers and Personal Support Workers recognize as a guiding principle that all people should have the use of culturally normative and familiar, dignified experiences and training opportunities, and supports to enable them to take part in day-to-day activities in the community; and to ensure their life conditions (income, housing, services, etc.) are as closely equivalent to those of the average citizen as possible. Developmental Service Workers and Personal Support Workers work to see that this principle is evident in all the organization's policy and planning activities. See Social Role Valorization, PASSING.

2.3 Service recipient Self-Determination, Autonomy and Minimum Intrusion - Developmental Service Workers and Personal Support Workers recognize as a guiding principle that providers

of services should make their interventions in the lives of service recipients as minimally disruptive as possible.

2.3.1 - Involvement in Decision Making - Developmental Service Workers and Personal Support Workers involve service recipients requesting or receiving service in the decision making process to the maximum extent possible.

2.3.1.1 Developmental Service Workers and Personal Support Workers involve, first and foremost, the service recipients themselves in decision making affecting them directly or indirectly. When not able to speak for themselves, service recipients are encouraged by Developmental Service Workers and Personal Support Workers to engage an advocate(s) who might speak for them without conflict of interest or fear of reprisal, in a way which maximizes the perspective of the service recipients.

2.3.1.2 Developmental Service Workers and Personal Support Workers support, rather than substitute for, the extended family or family unit, wherever possible.

2.3.2 - Accurate and Complete Information - the Developmental Service Worker or Personal Support Worker provides service recipients with accurate and complete information regarding the extent and nature of the services available to them.

2.3.3 - Informed of Rights and Obligations - the Developmental Service Worker or Personal Support Worker informs service recipients of their rights, risks, opportunities, and obligations associated with service to them.

2.3.4 - Least Restrictive/Intrusive Intervention - Developmental Service Workers and Personal Support Workers recognize that the course chosen for service recipients should be the least restrictive possible, and a variety of reasonable choices made available wherever possible.

2.3.5 - Maximum Autonomy and Self-Determination - the Developmental Service Worker or Personal Support Worker makes every effort to foster maximum self-determination and autonomy of service recipients.

2.3.5.1 when the Developmental Service Worker or Personal Support Worker must act for a service recipient who has been judged legally incompetent, the Developmental Service Worker or Personal Support Worker safeguards the interests and rights of that service recipient.

2.3.5.2 when another individual has been legally authorized to act for a service recipient, the Developmental Service Worker or Personal Support Worker deals with that person always with the service recipient's best interests in mind, to the extent that, where appropriate and necessary, the legally authorized individual may be challenged under the law.

2.3.5.3 the Developmental Service Worker or Personal Support Worker does not consciously or deliberately engage in any action which violates or diminishes a service recipient's civil or legal rights, without informed consent.

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2.3.5.4 the Developmental Service Worker or Personal Support Worker's professional relationship with the service recipient is, wherever possible, developed on the principle of service recipient participation, involving shared control responsibilities to the maximum extent possible.

2.3.5.5 when service recipients have misunderstood the intended shared participation, the Developmental Service Worker or Personal Support Worker explains and renegotiates so that the service recipient is fully advised of, and encouraged to participate in, to the extent possible, the professional relationship.

2.4 Access to Service - Developmental Service Workers and Personal Support Workers recognize as a guiding principle that all persons in the area and their families should have access to service based on need and without discrimination.

2.4.1 - Ensuring Access - the Developmental Service Worker or Personal Support Worker acts, wherever possible, to ensure that all persons have access to the resources, services and opportunities which they require.

2.4.2 - Fair Competition for Scarce Resources - in situations of competition between service recipients for scarce resources, the Developmental Service Worker or Personal Support Worker ensures that there is a fair and equitable means of prioritizing service recipient needs (i.e. acceptance first of service recipients with the highest level of need and the fewest associated resources) without discrimination on any grounds.

2.5 Continuity of Care - Developmental Service Workers and Personal Support Workers recognize as a guiding principle that the delivery system should provide for continuity of care as it would be perceived by families and service recipients.

2.5.1 - Planning for Continuity - Developmental Service Workers and Personal Support Workers act, as much as possible, to ensure that service recipients of their service have planning mechanisms available to them for future provision of alternate or continuing services.

2.5.2 - After-Care Planning - Developmental Service Workers and Personal Support Workers act to ensure service recipients are not discharged from services without adequate follow-up or after care provisions, including planning mechanisms for future provision of alternate or continuing service.

Part II: Duties and Responsibilities of Developmental Service Workers and Personal Support Workers to Employers, Other Professionals and Society

1. Creation And Maintenance of Standards - The Developmental Service Worker or Personal Support Worker works for the creation and maintenance of collegial, workplace and societal conditions consistent with the standard of practice set by this Code.

2. Propriety And Accountability To The Employer - the Developmental Service Worker or Personal Support Worker is accountable and responsible to the employer for the proper and

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efficient performance of duties.

2.1 - Competence - the Developmental Service Worker or Personal Support Worker accepts responsibility for employment only on the basis of existing competence or the intention to acquire within a contracted period of time, the necessary competence.

2.2 - Ultimate Responsibility - the Developmental Service Worker or Personal Support Worker retains the ultimate responsibility for the quality and extent of the service that s/he assumes or performs.

2.3 - Resistance to Influence - the Developmental Service Worker or Personal Support Worker is alert to and resists the influences and pressures that interfere with the exercise of proper professional discretion and impartial judgement required for the performance of professional functions or the leadership attendant on the position.

2.4 - Honesty and Openness - the Developmental Service Worker or Personal Support Worker conducts his/her affairs openly and honestly at all times.

2.5 - Representativeness - the Developmental Service Worker or Personal Support Worker distinguishes clearly between statements and actions made as a private individual and as a representative of the profession or organization in which s/he is associated.

2.6 - Integrity of Association - the Developmental Service Worker or Personal Support Worker does not participate in, condone, or associate with dishonesty, fraud, deceit, or misrepresentation.

2.7 - Management of Conflict with Employer - when responsibilities to the employer and the service recipient are in conflict, the Developmental Service Worker or Personal Support Worker brings this situation promptly, openly and honestly to the attention of the employer.

2.7.1 Consultation with Professional Colleagues - In some instances it may be necessary to consult and enlist the support of professional colleagues and associations in an attempt to safeguard service recipient rights and obligations of this Code.

2.7.2 Dispute Resolution - It may be occasionally required of the Developmental Service Worker or Personal Support Worker to subordinate the employer's interests to the interests of the service recipient. In all such cases, the Developmental Service Worker or Personal Support Worker acts in a manner which professionally and objectively resolves the dispute with the minimum harm to service recipient and employer.

2.7.3 Resignation from Unethical Employment - If these alternatives fail it may be necessary in extreme circumstances for the Developmental Service Worker or Personal Support Worker to resign from that employment. In such cases the Developmental Service Worker or Personal Support Worker should inform the regulatory authority governing the workplace.

2.8 - Use of Organization's Resources - the Developmental Service Worker or Personal Support Worker uses with scrupulous regard, and only for the purposes for which they are intended, the

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resources of the employing organization.

2.9 - Disclosure of Self-Interest - the self-employed Developmental Service Worker or Personal Support Worker who is also employed in an agency or organization communicates fully and completely all intentions and activities to the employer.

2.9.1 Shared Facilities between Work and Private Practice - A detailed written agreement between the employer and the self-employed Developmental Service Worker or Personal Support Worker is completed governing such things as use of office space and other facilities.

2.9.2 Private and Work-Related Referrals - Reasonable caution is taken to ensure that there is a clear distinction between referrals to the employing organization and to the private practitioner.

3. Propriety And Accountability As An Employer, Supervisor Or Teacher - the Developmental Service Worker or Personal Support Worker sets the highest standards of integrity and respect for others possible as an employer, supervisor or teacher.

3.1 - All Bound by Code of Ethics - the Developmental Service Worker or Personal Support Worker remains bound by this Code of Ethics and is also responsible for the maintenance of workplace and learning environment conditions which support this Code.

3.2 - Maintenance of Standards of the Profession - the Developmental Service Worker or Personal Support Worker, as supervisor, employer, or teacher, acts to ensure that the highest standards possible are kept relating to practice of the profession.

3.2.1 - Promotion of Profession - the Developmental Service Worker or Personal Support Worker contributes reasonable time and professional expertise to activities that promote respect for the utility, the integrity and the competence of the profession.

3.2.2 - Protection of Profession - the Developmental Service Worker or Personal Support Worker protects and enhances the dignity and integrity of the profession and is responsible and vigorous in discussion and constructive criticism of the profession.

3.2.3 - Action Against Unethical Conduct - the Developmental Service Worker or Personal Support Worker takes reasonable action against unethical conduct by any other member of the profession.

3.2.4 - Prevention of Unauthorized or Unqualified Practice - the Developmental Service Worker or Personal Support Worker makes reasonable efforts to prevent unauthorized and unqualified practice in the profession.

3.2.5 - Criticism of Colleagues - the Developmental Service Worker or Personal Support Worker treats with respect and represents accurately and fairly the qualifications, views and findings of colleagues, and uses appropriate channels to express judgements on these matters, confining such comments to matters of fact and matters of their own knowledge.

3.2.6 - No Solicitation of Service recipients - the Developmental Service Worker or Personal

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Support Worker does not solicit the service recipients of colleagues.

3.2.7 - Working with Other Agencies' or Colleagues' Service recipients - the Developmental Service Worker or Personal Support Worker does not assume professional responsibility for the service recipients of another agency or colleague without appropriate communication with that agency or colleague and consent of the service recipient. While aiding the service recipients of colleagues during a temporary absence or emergency, the Developmental Service Worker or Personal Support Worker gives those service recipients the same consideration and level of service as that afforded any other service recipient. The Developmental Service Worker or Personal Support Worker who replaces or is replaced by a colleague in professional practice acts with consideration for the interest, character and reputation of that colleague. The Developmental Service Worker or Personal Support Worker does not exploit a dispute between a colleague and employer to obtain a position or otherwise advance the Developmental Service Worker or Personal Support Worker's own interests.

3.2.8 - Management of Conflict with Colleague - the Developmental Service Worker or Personal Support Worker seeks arbitration or mediation only after attempting to deal confidentially and directly with a colleague with whom s/he has a conflict, where resolution is required for compelling professional or humanitarian reasons.

3.3 - Quality of Teaching and Supervision - the Developmental Service Worker or Personal Support Worker as teacher or supervisor acts to instill a highly developed ethical responsibility in her/his students by acting as an appropriate role model as well as by direct instruction.

3.3.1 - Fair and Competent Evaluation - the Developmental Service Worker or Personal Support Worker as teacher or supervisor evaluates the performance of staff members and students in a fair, considerate and equitable manner on the basis of clearly enunciated criteria.

3.3.2 - Confidential Evaluations - the Developmental Service Worker or Personal Support Worker as teacher or supervisor treats evaluations with the highest degree of confidentiality and makes reasonable efforts to promote written policies and procedures governing the confidentiality of personnel records.

3.3.3 - Confidentiality of Casework Training Materials - the Developmental Service Worker or Personal Support Worker as a teacher or field placement supervisor promotes the adoption of reasonable policies and procedures in both workplace and academic institution relating to confidentiality for students who take recorded material from the field into the classroom and vice versa.

3.3.4 - Appropriate Selection of Instructional Material - the Developmental Service Worker or Personal Support Worker as teacher or field placement supervisor makes reasonable efforts to recognize that personal values may affect the selection and presentation of instructional materials, and respects the diverse critical and analytical attitudes that students may have toward such materials.

3.3.5 - Accuracy of Information - the Developmental Service Worker or Personal Support Worker as teacher or field placement supervisor takes reasonable actions to ensure that

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statements in course outlines are accurate, complete and not misleading, particularly in terms of subject matter to be covered, basis for evaluating progress and the nature of course experiences.

3.3.6 - Responsibility for Students' Work - the Developmental Service Worker or Personal Support Worker as teacher or field placement supervisor assumes responsibility and accountability for services provided by a student.

3.3.7 - Credit for Work - the Developmental Service Worker or Personal Support Worker, as teacher or field placement supervisor, takes credit only for work actually done in connection with scholarly and research endeavours, and credits contributions by others.

3.3.8 - Ethical Research - the Developmental Service Worker or Personal Support Worker engaged in research takes reasonable actions to protect participants from unwarranted physical or mental discomfort, distress, harm, danger, or deprivation.

4. Propriety And Accountability To The Community And Society In General - the Developmental Service Worker or Personal Support Worker acts to effect social change for the overall benefit of service recipients and humanity in general.

4.1 - Prevention and Elimination of Discrimination - the Developmental Service Worker or Personal Support Worker works with processes that lead to the prevention or elimination of discrimination against any person or group on the basis of race, colour, sex, sexual orientation, age, religion, national origin, ethnicity, marital status, political belief, mental or physical handicap, or any other preference or personal characteristic, condition or status.

4.2 - Equitable Distribution of Societal Resources - the Developmental Service Worker or Personal Support Worker advocates for the equitable distribution of societal resources and acts to ensure that all persons have reasonable access to the resources, services and opportunities which they require.

4.3 - Choice and Opportunity - the Developmental Service Worker or Personal Support Worker takes reasonable actions to expand choice and opportunity for all persons, with special regard to disadvantaged or oppressed groups and persons.

4.4 - Respect for Cultural Diversity - the Developmental Service Worker or Personal Support Worker makes reasonable efforts to promote conditions that encourage respect for the diversity of cultures which constitute society.

4.5 - Cost Effectiveness and Efficiency - the Developmental Service Worker or Personal Support Worker respects the public's right to expect maximum benefit for its financial and volunteer support and is accountable for services rendered in terms of cost effectiveness and efficiency.

4.6 - Response to Public Emergencies - the Developmental Service Worker or Personal Support Worker appropriately provides reasonable professional services in public emergencies.

4.7 - Advocacy for Social Change - the Developmental Service Worker or Personal Support

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Worker makes reasonable efforts to advocate for changes in policy and legislation to improve social conditions and to promote social justice.

4.8 - Encouragement of Public Participation - the Developmental Service Worker or Personal Support Worker makes reasonable efforts to encourage informed participation by the public in shaping social policies and institutions.

Declaration By The Employer

The employer undertakes to encourage the performance of staff in the upholding of service recipient rights and the professional Code of Ethics, in support of the organization's goal of providing the highest quality of services possible to its service recipients .