



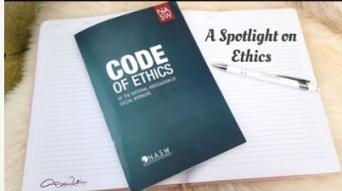
**Welcome to Ethics**

- Today, we will be discussing how Ethics are extremely important when working with survivors of crimes.

1

**Today's Discussion Leader**

- Dr. Patricia Ann Davenport  
Executive Director
- Our House, Inc.



2

Honesty, fairness, and respect are fundamental qualities that describe which of the following defining values for social workers and victim assistance providers.

Integrity    Social Responsibility    Competence    Concern for Others' Welfare.

3

True or False: Professional values grow from the same basic desire as personal values (to do no harm, help others, and make the world a better place), but they may be different in focus and content.

A. True  
B. False

4

Gerold, a victim assistance provider, is helping a victim who was robbed at gunpoint and has fled to the victim's home. The victim seems to be too shocked by the experience, and Gerold has not seen the law enough experience to assist. What should he do?

- A. Consult with his peers and supervisor.
- B. Help because that's his job.
- C. Help because everyone else in his agency is very busy.
- D. Tell the victim that he will have to find someone else to help him.

5

When my spiritual or religious beliefs conflict with the agency's objectives, which of the following should I do first?

- A. Follow my spiritual or religious beliefs.
- B. Talk to my spiritual or religious advisor.
- C. Talk with my supervisor.
- D. Leave my job.

6

Which of the following statements about professional codes of ethics is true?

- A. They are important to have but no one really follows them.
- B. They are important to have but your personal ethics are more important.
- C. They are important to have but your personal ethics are more important.
- D. They are not really important because everyone knows what the right thing to do is.

7

Which of the following is a characteristic of a social worker/victim assistance provider who follows the ethical standards under Section I: Scope of Services?

- Works well with community agencies.
- Knows how to complete necessary paperwork.
- Guides what decisions the victim makes.
- Understands hi/her legal responsibilities.

8



One of the groups of ethical standards is called *Coordinating with the Community*, which is a characteristic of a social worker/victim assistance provider who follows ethical standards.

- A. Shares information about victims with other agencies.
- B. Conducts relationships with other professionals in a way that improves services.
- C. Refers clients to victim assistance service providers that they like.
- D. Refers difficult clients to other community providers.

9



True or False: Social Worker/victim assistance providers should respect and attempt to protect victims' and survivors' civil right.

- A. True
- B. False

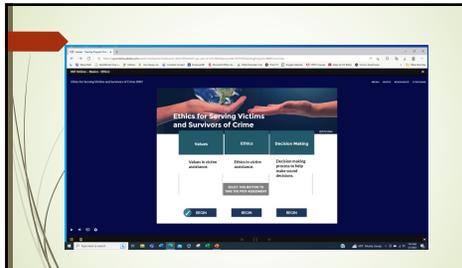
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What are.....

**Ethics for serving Victims and Survivors of Crime?**

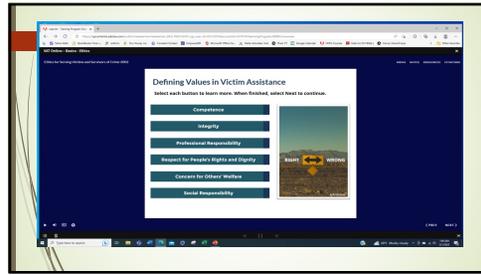
Ethical standards identify behavioral expectations for victim assistance providers based on core values for the field.

11



A screenshot of a web browser displaying a page titled "Ethics for Serving Victims and Survivors of Crime". The page features a header with a globe and hands, and a main content area with three columns: Values, Ethics, and Decision Making. The Values column lists: Values within organizations, Ethical roles and boundaries, and Client self-determination. The Ethics column lists: Ethical decision-making and professional boundaries. The Decision Making column lists: Ethical decision-making and professional boundaries. There are navigation buttons for Home, Values, Ethics, and Decision Making.

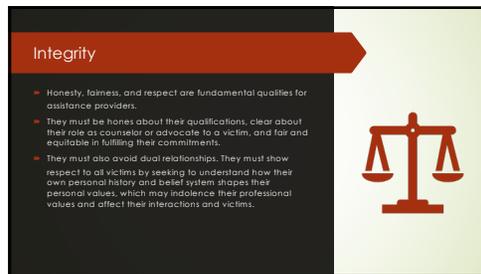
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16

### Respect for People's Rights and Dignity

Victim assistance providers must respect fundamental rights of dignity and worth of all people and be committed to victims' rights to privacy, confidentiality, and self-determination.

They must value justice and equality, be aware of their personal biases, and not discriminate in the delivery or quality of service.

17

### Concern for Others' Welfare

- Victim assistance providers who are actively concerned with the welfare of those they serve and those with whom they collaborate must act compassionately and with sensitivity to the real and ascribed difference in power between themselves and others.
- They must not abuse their position or exploit or mislead people during or after the professional relationship.
- When conflicts occur, victim assistance providers must attempt to fulfil their duties in a manner that causes the least amount of harm to all involved.



18

### Social Responsibility

Victim assistance providers must educate themselves about their professional, legal, and social responsibilities and be committed to reducing crime and victimization.

They must work toward developing laws and policies that support justice and the well-being of everyone.

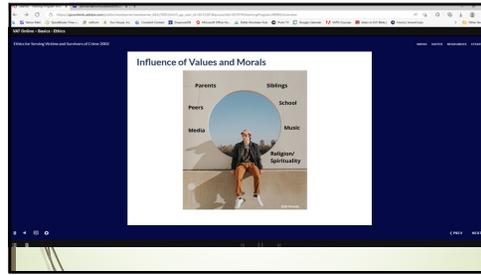
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### Factors for Providing Quality Assistance

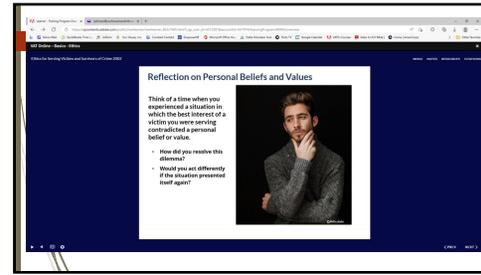
- Personality
- Moral orientation
- Subjective beliefs and opinions



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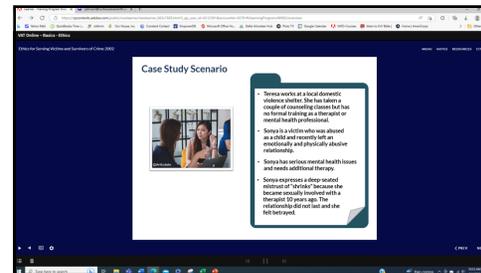


22

**Self-Awareness Inventory**  
Keep in mind that there are no right or wrong answers. This is an inventory designed to get you thinking about your own values, attitudes, and beliefs so that you may better

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Members of a helping profession such as victim assistance providers should refrain from getting personally involved with the victims with whom they work.					
A higher spiritual power should give our behaviors and thinking.					
Women are rarely violent.					
The needs of victims must sometimes override a supervisor's directive.					
Culture and race are not factors in a professional					

23



24

Knowledge Check 1: Select the appropriate response, and then select the Submit button.

Teresa is worried about Sonya's mental health. She sees that Sonya continues acting irrationally but feels like she can't give Sonya the help she needs. Teresa decides that she will make a referral to help Sonya because her training is not enough to help Sonya through her mental health issues. Teresa is demonstrating which defining value for victim assistance providers.

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**Competence**

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**Integrity**

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**Respect for Peoples' Rights and Dignity**

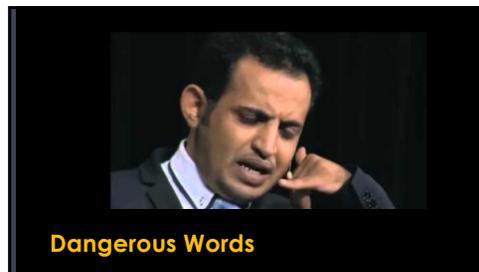
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**Social Responsibility**

25

Knowledge Check 2: Select the appropriate response, and then select the Submit button. After a few months visiting with the referral that Teresa recommended to her Sonya is doing much better and she is cooperating with the prosecutor who filed charges against her current abuser. She continues to get help from Teresa. Because they've built trust between each other, Sonya suggests that she and Teresa start meeting after work and getting drinks at a bar. Teresa decides that meeting one time is OK. When they meet, Teresa tells Sonya that she thinks Sonya could go her medication soon because she has been doing so well; this contradicts what Sonya's doctor said. Sonya is confused, but Teresa tries to reassure her because she has taken a couple of Mental health counseling classes.

26



27

Which of Teresa's actions go against the defining values for victim assistance providers?

- A. She misled Sonya about the help she is getting for her mental health and violated professional boundaries.
- B. She discussed Sonya's mental health treatment plan.
- C. She met with Sonya after office hours.
- D. She built trust with Sonya.

28



**Correct Answer: A**

- Victim assistance providers who are actively concerned with the welfare of those they serve and those with whom they collaborate must act compassionately and with sensitivity to the real and ascribed difference in power between themselves and others. They must not abuse their position or exploit or mislead people during or after the professional relationship. When conflicts occur, providers must attempt to fulfil their duties in a manner that causes the least of harm to all involved.

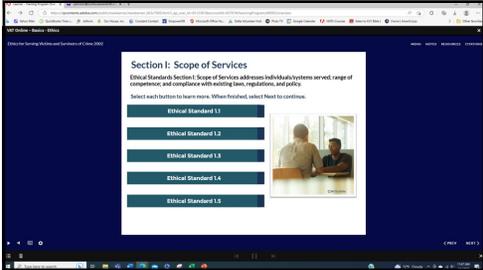
29



**Professional Code of Ethics**

- Define the ideals and responsibilities of the profession.
- Protect clients and professionals.
- Improve the profile of the profession.
- Motivate and inspire practitioners by defining their Professional identity and purpose.
- Raise awareness and consciousness of issues.
- Improve and maintain quality and consistency.
- Safeguard the Public

30



**Section I: Scope of Services**

Ethical Standard 1.1

Ethical Standard 1.2

Ethical Standard 1.3

Ethical Standard 1.4

Ethical Standard 1.5

31



**Ethical Standard 1.1**

- The victim assistance provider understands his/her legal responsibilities, limitations, and the implications of his/her actions within the service delivery setting and performs duties in accord with relevant laws, Regulations, policies, and legislated rights of persons served.

32

Ethical standard 1.2

The victim assistance provider accurately represent his/her professional title, qualifications, and/or credentials in interactions with the people served and in public advertising.



33

Ethical Standard 1.3

The victim assistance provider maintains a high standard of professional conduct.

34

Ethical Standard 1.4

The victim assistance provider achieves and maintains a high level of professional competence.



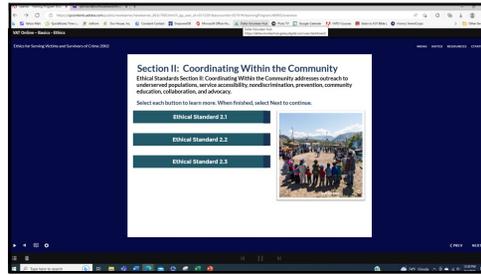
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Ethical Standard 1.5

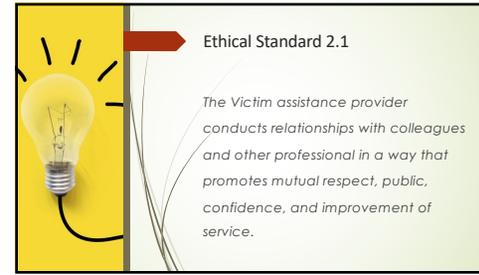
The victim assistance provider who provides a services for a fee must inform a person being served about the fee at the initial session or meeting



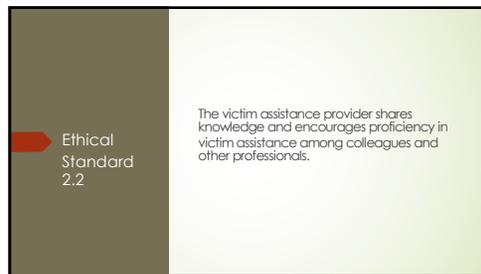
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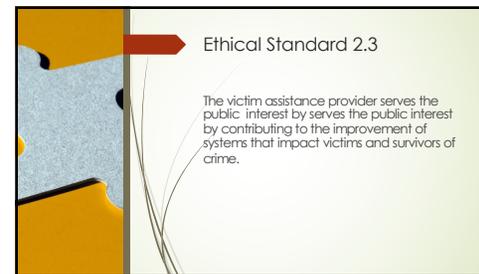
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Section III: Direct Services

Ethical Standards Section III: Direct Services addresses interactions and relationships between providers and persons served, as well as types of services, information, and referrals provided. Select each button to learn more. When finished, select Next to continue.

- Ethical Standard 3.1
- Ethical Standard 3.2
- Ethical Standard 3.3
- Ethical Standard 3.4



41

Ethical Standard 3.1

*The victim assistance provider respects and attempts to protect the victim's or survivor's civil rights.*



42

Ethical Standard 3.2

The victim assistance provider recognizes the interests of the person served as a primary responsibility.



43

Ethical Standard 3.3

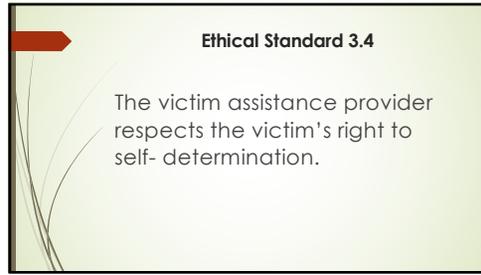
The victim assistance provider refrains from behaviors that communicate victim blame, suspicion regarding victim/survivor accounts of crime, condemnation for past behavior, or other judgmental sentiment.



44

**Ethical Standard 3.4**

The victim assistance provider respects the victim's right to self-determination.

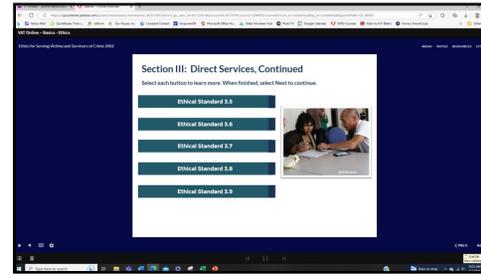


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Section III: Direct Services, Continued

Select each button to learn more. When finished, select "Next to continue."

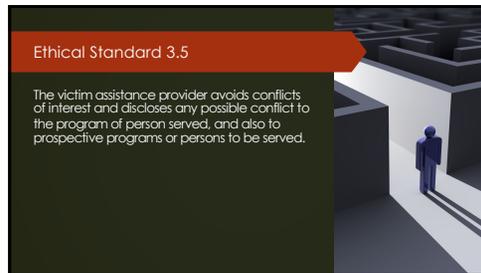
- Ethical Standard 3.5
- Ethical Standard 3.6
- Ethical Standard 3.7
- Ethical Standard 3.8
- Ethical Standard 3.9



46

**Ethical Standard 3.5**

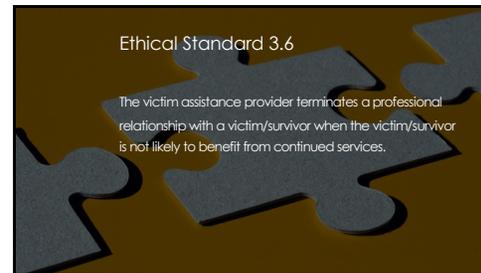
The victim assistance provider avoids conflicts of interest and discloses any possible conflict to the program of person served, and also to prospective programs or persons to be served.



47

**Ethical Standard 3.6**

The victim assistance provider terminates a professional relationship with a victim/survivor when the victim/survivor is not likely to benefit from continued services.



48

**Ethical Standard 3.7**

The victim assistance provider does not engage in personal relationships with persons served that exploit professional trust or that could impair the victim assistance provider's objectivity and professional judgment.

49

The victim assistance provider does not discriminate against a victim/survivor and does not turn victims/survivors away from services due to personal biases or lack of cultural competency.

**Ethical Standard 3.8**

50

**Ethical Standard 3.9**

The victim assistance provider furnishes opportunities for colleagues to access services if/when these colleagues become victims of crime of trauma.

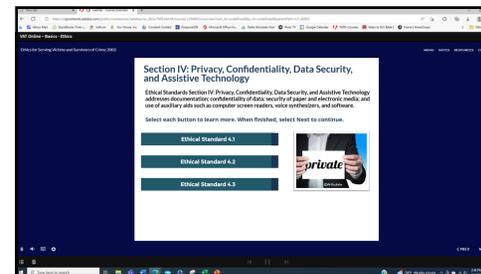
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Section IV: Privacy, Confidentiality, Data Security, and Assistive Technology

Ethical Standards Section IV: Privacy, Confidentiality, Data Security, and Assistive Technology addresses expectations of confidentiality of data, security of paper and electronic records, and use of auxiliary aids such as interpreters, assistive devices, and software.

Select each button to learn more. When finished, select Next to continue.

- Ethical Standard 4.1
- Ethical Standard 4.2
- Ethical Standard 4.3



52

**Ethical Standard 4.1**

The victim assistance provider protects the privacy of the person served, adhering to the highest applicable standard of privacy.

53

**Ethical Standard 4.2**

The victim assistance provider preserves the confidentiality of information provided by the person served or acquired from other sources before, during, and after the course of the professional relationship.

54

**Ethical Standard 4.3**

The victim assistance provider makes good-faith efforts to ensure that services are accessible, suitable, and secure for clients from a variety of personal backgrounds.

55

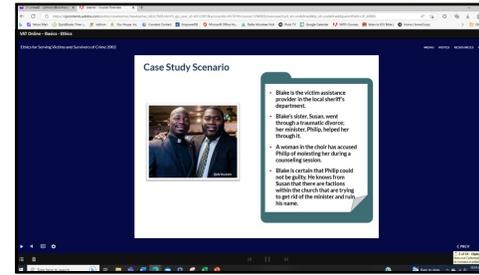


**Social Work Ethical Dilemmas**

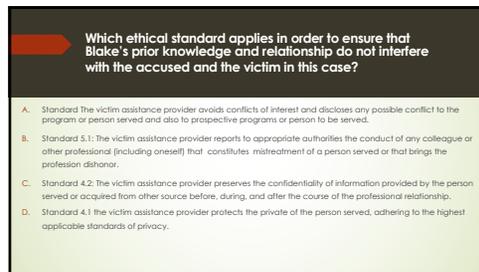
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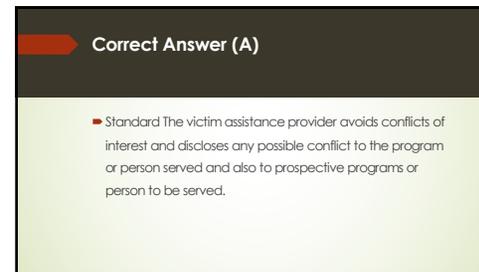
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60

Blake invites Jim and a few other friends to his house after work one day to relax. Jim brings along Dan, the investigator, on a case in which Blake is working. Blake thinks this is his chance to get inside information on the case. Blake introduces himself to Dan and casually asks about the case, which they begin to discuss.

61

Which of the following ethical standards would apply in this situation?

- A. Ethical Standard 2.1: The victim assistance provider conducts relationships with colleagues and other professionals in a way that promotes mutual respect, public confidence, and improvement of services.
- B. Ethical Standard 3.8: The victim assistance provider does not discriminate against a victim or another staff member on the basis of race/ethnicity, language, sex/gender, age, sexual orientation, (disability, social class, economic status, education, marital status, religious affiliation, residency or HIV status.
- C. Ethical Standard 3.9: The victim assistance provider furnishes opportunities for colleague victim assistance providers to seek appropriate services when traumatized by a criminal event or client interaction.

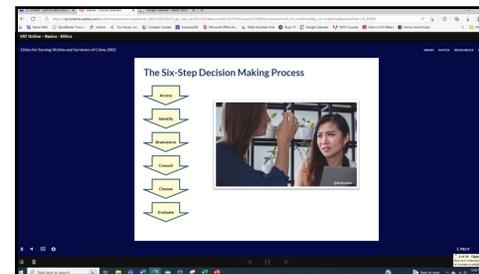
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**Correct Answer (A)**

Out of options provided, Ethical Standard 2.1 is the most relevant to this situation. Blake is clearly behaving unethical. His behavior will affect public confidence if it is made public that he and the investigator were speaking about the investigation in this manner and does not improve service because this is not the way the relationships with other professionals should be conducted.



63



64

**The Six-Step Decision Making Process**

- Assess
- Identify
- Recognize
- Consult
- Choose
- Evaluate

Alaska was transferred to her by request as a child of a criminal sexual assault. Ethical and personal considerations about Alaska's future care, her best interest, and her safety for her mother, Jeannette Anderson, must be taken into account. Anderson is required to file that report with the state child abuse registry. The state child abuse registry is the backbone of the plan for girls.

- Alaska is an unemancipated minor; the promisor's ethics is obligated to seek the promisor's own independent guidance to rule.
- A promisor based on the evidence presented might approach the promisor's ethics from a different angle.

65

**The Six-Step Decision Making Process**

- Assess
- Identify
- Recognize
- Consult
- Choose
- Evaluate

Ethical Standards	Practical Considerations
1.1 Understand obligations within the service delivery system.	Melissa should explain the ethical confidentiality to Alaska.
2.2 Recognize best interests of person served.	Melissa must be in good faith to let Alaska and her mother respect and courtesy.
4.1 Protect privacy; 4.2 Preserve confidentiality.	Melissa is obligated to report pertinent information to the promisor.

66

**The Six-Step Decision Making Process**

- Assess
- Identify
- Recognize
- Consult
- Choose
- Evaluate

**1. Keep quiet.**  
 Pre-Alaska's transfer gets the maximum punishment for this crime.  
 Can Melissa pay for job in inquiry if the truth comes out that she withheld information from the promisor, Alaska may be left with feelings of guilt for lying.

67

**The Six-Step Decision Making Process**

- Assess
- Identify
- Recognize
- Consult
- Choose
- Evaluate

**2. Don't say anything, but have Alaska tell the promisor.**  
 Pre-Melissa keeps Alaska's trust by promising not to tell. By acting like she has nothing responsibility on Alaska, Melissa feels remorse and fear of lying action.  
 Can Melissa pay for job in inquiry if the truth comes out that she withheld information from the promisor.

68

**The Six-Step Decision Making Process**

- Assess
- Identify
- Analyze
- Consider
- Choose
- Evaluate

3. Don't keep this information confidential and accompany Alpha through the process of setting the record straight.

Pro Metairie fulfills her obligations as a victim assistance provider if the prosecutor's wife Alpha takes responsibility for her actions.

Cow Alpha may feel betrayed. The plus brings new to affected. The recovery will gradually normal again unless incident on ADIC is generated to be less trouble.

69

**The Six-Step Decision Making Process**

- Assess
- Identify
- Analyze
- Consider
- Choose
- Evaluate

70

**The Six-Step Decision Making Process**

- Assess
- Identify
- Analyze
- Consider
- Choose
- Evaluate

- Victims should stress to victims the importance of telling the truth from the beginning.
- Metairie is obligated to be certain that victims understand the limits to confidentiality within the prosecutor's office.

71

**The Six-Step Decision Making Process**

- Assess
- Identify
- Analyze
- Consider
- Choose
- Evaluate

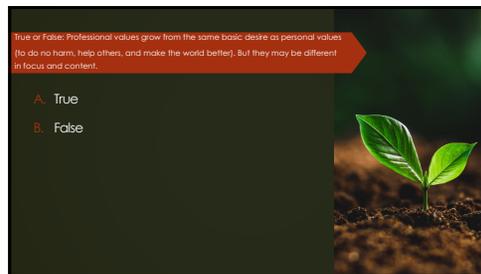
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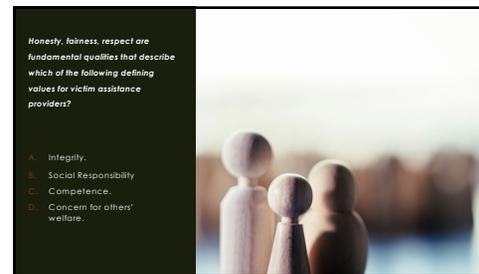
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76

**Which of the following statements about the ethical standards under the Office for Victims of Crime Model Standards for Serving Victims And Survivors of Crime is true.**

- They are not necessary in order to help victims of crime because ethical behavior is apparent.
- They identify behavioral expectations for victim assistance providers based on core values for the field.
- They are based on common sense principles and apply to certain individuals in the field.
- None of the above.

77

**Which of the following standards is included under Ethical Standards section III: Direct Services?**

- A. The victim assistance provider who provides a service for a fee informs a person served about the fee at the initial session or meeting.
- B. The victim assistance provider serves the public interest by contribution to the improvement of systems that impact victims and survivors of crime.
- C. The victim assistance provider respect the victims' right to self-determination.
- D. All of the above.

78

Gerald, a victim assistance provider, is helping a victim who was robbed at gunpoint and beaten up. The victim seems to be traumatized by the experience, and Gerald is not sure if he has enough expertise to assist what he does.

Consult	Consult with his peers and supervisor.
Help	Help because that's his job.
Help	Help because everyone else in his agency is very busy.
Tell	Tell the victim that he will have to find someone to help him.

79

*When my spiritual or religious beliefs are in conflict with the agency's objectives, which of the following should I do first?*

Follow	Follow my spiritual or religious beliefs
Talk	Talk to my spiritual or religious advisor
Talk	Talk with the supervisor.
Leave	Leave my job.

80

Which of the following statements about professional codes of ethics is true.

- They are important to have, but no one really follows them.
- They are important to have, but your personal ethics are more important.
- They are important because they articulate what constitutes excellence in the field.
- They are not really important because everyone knows what the right thing to do is.

81

Which of the following is a characteristic of a victim assistance provider who follows the ethical standards under Section Scope of Services.

- Work well with community agencies.
- Knows how to complete necessary paperwork.
- Guides what decisions the victim makes.
- Understands his/her legal responsibilities.

82

Which of the following is a characteristic of a victim assistance provider who follows the ethical standards under Section II: Coordination Within the Community

- Shares information about victims with other agencies.
- Conducts relationships with other professionals in a way that improves services.
- Refers clients to victim assistance providers that they like.
- Refers difficult clients to other community providers.

83

True or False: Victim assistance providers should respect and attempt to protect victims' and survivors' civil rights.

True      False

84