

CHILDREN'S HOME SOCIETY OF WASHINGTON

CODE OF ETHICS

(Modified excerpts from the 2017 National Association of Social Worker's (NASW) Code of Ethics)

Preamble

The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. A historic and defining feature of social work is the profession's focus on individual well-being in a social context and the well-being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living. The mission of the social work profession is rooted in a set of core values. These core values, embraced by CHSW staff, throughout the profession's history, are the foundation of social work's unique purpose and perspective:

- service
- social justice
- dignity and worth of the person
- importance of human relationships
- integrity
- competence.

This constellation of core values reflects what is unique to the social work profession. Core values, and the principles that flow from them, must be balanced within the context and complexity of the human experience.

Ethical Principles

The following broad ethical principles are based on social work's core values of service, social justice, dignity and worth of the person, importance of human relationships, integrity, and competence. **These principles set forth ideals to which all CHSW staff should aspire.**

Value: Service

Ethical Principle: *CHSW staff' primary goal is to help people in need and to address social problems.*

CHSW staff elevate service to others above self-interest. CHSW staff draw on their knowledge, values, and skills to help people in need and to address social problems. CHSW staff are encouraged to volunteer some portion of their professional skills with no expectation of significant financial return (pro bono service).

Value: Social Justice

Ethical Principle: *CHSW staff challenge social injustice.*

CHSW staff pursue social change, particularly with and on behalf of vulnerable and oppressed individuals and groups of people. CHSW staff' social change efforts are focused primarily on issues of poverty, unemployment, discrimination, and other forms of social injustice. These activities seek to promote sensitivity to and knowledge about oppression and cultural and ethnic diversity. CHSW staff strive to ensure access to needed information, services, and resources; equality of opportunity; and meaningful participation in decision making for all people.

Value: Dignity and Worth of the Person

Ethical Principle: *CHSW staff respect the inherent dignity and worth of the person.*

CHSW staff treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. CHSW staff promote consumers' socially responsible self-determination. CHSW staff seek to enhance consumers' capacity and opportunity to change and to address their own needs. CHSW staff are cognizant of their dual responsibility to consumers and to the broader society. They seek to resolve conflicts between consumers' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession. CHSW staff make service decisions in the best interest of the child, while at the same time seeking parental collaboration or reunification, when not contraindicated. All staff are supportive of and/or provide services in accordance with, the Hague Convention principles of preventing the abduction, exploitation, sale, or trafficking of children.

Value: Importance of Human Relationships

Ethical Principle: *CHSW staff recognize the central importance of human relationships.*

CHSW staff understand that relationships between and among people are an important vehicle for change. CHSW staff engage people as partners in the helping process. CHSW staff seek to strengthen relationships among people in a purposeful effort to promote, restore, maintain, and enhance the well-being of individuals, families, social groups, organizations, and communities.

Value: Integrity

Ethical Principle: *CHSW staff behave in a trustworthy manner.*

CHSW staff are continually aware of the profession's mission, values, ethical principles, and ethical standards and practice in a manner consistent with them. CHSW staff act honestly and responsibly and promote ethical practices on the part of the organizations with which they are affiliated.

Value: Competence

Ethical Principle: *CHSW staff practice within their areas of competence and develop and enhance their professional expertise.*

CHSW staff continually strive to increase their professional knowledge and skills and to apply them in practice. CHSW staff should aspire to contribute to the knowledge base of the profession.

Ethical Standards

The following ethical standards are relevant to the professional activities of CHSW staff. These standards concern: (1) CHSW staff' ethical responsibilities to consumers, (2) CHSW staff' ethical responsibilities to colleagues, (3) CHSW staff' ethical responsibilities in practice settings, (4) CHSW staff' ethical responsibilities as professionals, (5) CHSW staff' ethical responsibilities to the social work profession, and (6) CHSW staff' ethical responsibilities to the broader society.

Some of the standards that follow are enforceable guidelines for professional conduct, and some are aspirational. The extent to which each standard is enforceable is a matter of professional judgment to be exercised by those responsible for reviewing alleged violations of ethical standards.

1. CHSW Staff' Ethical Responsibilities to Consumers

1.01 Commitment to Consumers

CHSW staff' primary responsibility is to promote the well-being of consumers. In general, consumers' interests are primary. However, CHSW staff' responsibility to the larger society or specific legal obligations may on limited occasions supersede the loyalty owed consumers, and consumers should be so advised. (Examples include when a social worker is required by law to report that a consumer has abused a child or has threatened to harm self or others.)

1.02 Self-determination

CHSW staff respect and promote the right of consumers to self-determination and assist consumers in their efforts to identify and clarify their goals. CHSW staff may limit consumers' right to self-determination when, in the CHSW staff' professional judgment, consumers' actions or potential actions pose a serious, foreseeable, and imminent risk to themselves or others.

1.03 Informed Consent

(a) CHSW staff should provide services to consumers only in the context of a professional relationship based, when appropriate, on valid informed consent. CHSW staff should use clear and understandable language to inform consumers of the purpose of the services, risks related to the services, limits to services because of the requirements of a third-party payer, relevant costs, reasonable alternatives, consumers' right to refuse or withdraw consent, and the time frame covered by the consent. CHSW staff should provide consumers with an opportunity to ask questions.

(b) In instances when consumers are not literate or have difficulty understanding the primary language used in the practice setting, CHSW staff should take steps to ensure consumers' comprehension. This may include providing consumers with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.

(c) In instances when consumers lack the capacity to provide informed consent, CHSW staff should protect consumers' interests by seeking permission from an appropriate third party, informing consumers consistent with the consumers' level of understanding. In such instances CHSW staff should seek to ensure that the third party acts in a manner consistent with consumers' wishes and interests. CHSW staff should take reasonable steps to enhance such consumers' ability to give informed consent.

(d) In instances when consumers are receiving services involuntarily, CHSW staff should provide information about the nature and extent of services and about the extent of consumers' right to refuse service.

(e) CHSW staff should discuss with consumers the CHSW policies concerning the use of technology in the provision of professional services.

(f) CHSW staff, who use technology to provide services, should obtain informed consent from the individuals using these services during the initial screening or interview and prior to initiating services. CHSW staff should assess clients' capacity to provide informed consent and, when using technology to communicate, verify the identity and location of consumers.

(g) CHSW staff, who use technology to provide services, should assess the consumer's suitability and capacity for electronic and remote services. CHSW staff should consider the consumer's intellectual, emotional, and physical ability to use technology to receive services and ability to understand the potential benefits, risks, and limitations of such services. If consumers do not wish to use services provided through technology, CHSW staff should help them identify alternate methods of service.

(h) CHSW staff should obtain consumers' informed consent before making audio or video recordings of consumers or permitting observation of services to consumers by a third party.

1.04 Competence

(a) CHSW staff should provide services and represent themselves as competent only within the boundaries of their education, training, license, certification, consultation received, supervised experience, or other relevant professional experience.

(b) CHSW staff should provide services in substantive areas or use intervention techniques or approaches that are new to them only after engaging in appropriate study, training, consultation, and supervision from people who are competent in those interventions or techniques.

(c) When generally recognized standards do not exist with respect to an emerging area of practice, CHSW staff should exercise careful judgment and take responsible steps (including appropriate education, research, training, consultation, and supervision) to ensure the competence of their work and to protect consumers from harm.

(d) CHSW staff, who use technology in providing services, should have the necessary knowledge and skills to provide such services in a competent manner. This includes an understanding of the special communication challenges when using technology and the ability to implement strategies to address these challenges.

(e) CHSW staff, who use technology in providing services, should comply with the laws governing technology and services practice in the jurisdiction in which they are regulated and located and, as applicable, in the jurisdiction in which the consumer is located.

1.05 Cultural Awareness and Social Diversity

- (a) CHSW staff should understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.

- (b) CHSW staff should have a knowledge base of their consumers' cultures and be able to demonstrate competence in the provision of services that are sensitive to consumers' cultures and to differences among people and cultural groups.

- (c) CHSW staff should obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status and mental or physical ability.

- (d) CHSW staff, who provide electronic services, should be aware of cultural and socioeconomic differences among consumers and how they may use electronic technology. CHSW staff should assess cultural, environmental, economic, mental or physical ability, linguistic, and other issues that may affect the delivery or use of services.

1.06 Conflicts of Interest

- (a) CHSW staff should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. CHSW staff should inform consumers when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the consumers' interests primary and protects consumers' interests to the greatest extent possible. In some cases, protecting consumers' interests may require termination of the professional relationship with proper referral of the consumer.

- (b) CHSW staff should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.

- (c) CHSW staff should not engage in dual or multiple relationships with consumers or former consumers in which there is a risk of exploitation or potential harm to the consumer. In instances when dual or multiple relationships are unavoidable, CHSW staff should take steps to protect consumers and are responsible for setting clear, appropriate, and culturally sensitive boundaries. (Dual or multiple relationships occur when CHSW staff relate to consumers in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.)

- (d) When CHSW staff provide services to two or more people, who have a relationship with each other, (for example, couples, family members), CHSW staff should clarify with all parties which individuals will be considered consumers and the nature of CHSW staff' professional obligations to the various individuals who are receiving services. CHSW staff, who anticipate a conflict of interest among the individuals receiving services, or who anticipate having to perform in potentially conflicting roles (for example, when a social worker is asked to testify in a child custody dispute or divorce proceedings involving consumers) should clarify their role with the parties involved and take appropriate action to minimize any conflict of interest.

(e) CHSW staff should avoid communication with consumers using technology (such as social networking sites, online chat, email, text messages, telephone and video) for personal or non-work-related purposes.

(f) CHSW staff should be aware that posting personal information on professional Web sites or other media might cause boundary confusion, inappropriate dual relationships, or harm to consumers.

(g) CHSW staff should be aware that personal affiliations may increase the likelihood that consumers may discover staffs' presence on Web sites, social media, and other forms of technology. Staff should be aware that involvement in electronic communication with groups based on race, ethnicity, language, sexual orientation, gender identity or expression, mental or physical ability, religion, immigration status and other personal affiliations may affect their ability to work effectively with particular consumers.

(h) CHSW staff should avoid accepting requests from or engaging in personal relationships with consumers on social networking sites or other electronic media to prevent boundary confusion, inappropriate dual relationships, or harm to consumers.

(i) CHSW staff should not act as a witness to a consumer's personal legal documents. (Staff may witness documents signed when implementing CHSW services, such as Informed Consent or other CHSW Authorizations.)

1.07 Privacy and Confidentiality

(a) CHSW staff should respect consumers' right to privacy. CHSW staff should not solicit private information from consumers unless it is essential to providing services or conducting social work evaluation or research. Once private information is shared, standards of confidentiality apply.

(b) CHSW staff may disclose confidential information when appropriate with valid consent from a consumer or a person legally authorized to consent on behalf of a consumer.

(c) CHSW staff should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that CHSW staff will keep information confidential that does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a consumer or other identifiable person. In all instances, CHSW staff should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

(d) CHSW staff should inform consumers, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether CHSW staff disclose confidential information on the basis of a legal requirement or consumer consent.

(e) CHSW staff should discuss with consumers and other interested parties the nature of confidentiality and limitations of consumers' right to confidentiality. CHSW staff should review

with consumers circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the service provider-consumer relationship and as needed throughout the course of the relationship.

(f) When CHSW staff provide counseling services to families, couples, or groups, CHSW staff should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. This agreement should include consideration of whether confidential information may be exchanged in person or electronically, among consumers or with others outside of formal service sessions. CHSW staff should inform participants in family, couples, or group counseling that CHSW staff cannot guarantee that all participants will honor such agreements.

(g) CHSW staff should inform consumers, who are involved in family, couples, marital, or group counseling, of CHSW's policy concerning confidentiality of information among the parties involved in the counseling services.

(h) CHSW staff should not disclose confidential information to third-party payers unless consumers have authorized such disclosure.

(i) CHSW staff should not discuss confidential information, electronically or in person, in any setting unless privacy can be ensured. CHSW staff should not discuss confidential information in public or semipublic areas such as hallways, waiting rooms, elevators, and restaurants.

(j) CHSW staff should protect the confidentiality of consumers during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders CHSW staff to disclose confidential or privileged information without a consumer's consent and such disclosure could cause harm to the consumer, CHSW staff should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.

(k) CHSW staff should protect the confidentiality of consumers when responding to requests from members of the media.

(l) CHSW staff should protect the confidentiality of consumers' written and electronic records and other sensitive information. CHSW staff should take reasonable steps to ensure that consumers' records are stored in a secure location and that consumers' records are not available to others, who are not authorized to have access.

(m) CHSW staff should take reasonable steps to protect the confidentiality of electronic communications, including information provided to consumers or third parties. CHSW staff should use applicable safeguards (such as encryption, firewalls, and passwords) when using electronic communications such as email, online posts, online chat sessions, mobile communication, and text messages.

(n) CHSW staff should be familiar with CHSW policies and procedures for notifying consumers of any breach of confidential information in a timely manner.

(o) In the event of unauthorized access to consumer records or information, including any unauthorized access to CHSW's electronic communication or storage systems, CHSW staff should follow CHSW's breach assessment and notification policies and procedures which are consistent with applicable laws and professional standards.

(p) CHSW staff should inform consumers about CHSW policies, consistent with prevailing social work ethical standards, on the use of electronic technology, including Internet-based search engines, to gather information about consumers.

(q) CHSW staff should avoid searching or gathering consumer information electronically unless there are compelling professional reasons, and when appropriate, with the consumer's informed consent.

(r) CHSW staff are prohibited from using or posting any current consumer information on professional Web sites or other forms of social media

(s) CHSW staff should transfer or dispose of consumers' records in a manner that protects consumers' confidentiality and is consistent with state statutes governing records and social work licensure.

(t) CHSW staff should take reasonable precautions to protect consumer confidentiality in the event of the social worker's termination of practice, incapacitation, or death.

(u) CHSW staff should not disclose identifying information when discussing consumers for teaching or training purposes unless the consumer has consented to disclosure of confidential information.

(v) CHSW staff should not disclose identifying information when discussing consumers with consultants unless the consumer has consented to disclosure of confidential information or there is a compelling need for such disclosure.

(w) CHSW staff should protect the confidentiality of deceased consumers consistent with the preceding standards.

1.08 Access to Records

(a) CHSW staff should provide consumers with reasonable access to records concerning the consumers. CHSW staff, who are concerned that consumers' access to their records could cause serious misunderstanding or harm to the consumer, should provide assistance in interpreting the records and consultation with the consumer regarding the records. CHSW staff should limit consumers' access to their records, or portions of their records, only in exceptional circumstances when there is compelling evidence that such access would cause serious harm to the consumer. Both consumers' requests and the rationale for withholding some or all of the record should be documented in consumers' files.

(b) CHSW staff, as appropriate to their job functions, should inform consumers about CHSW policies on the use of technology in providing consumers with access to their records, consistent with prevailing ethical standards.

(c) When providing consumers with access to their records, CHSW staff should take steps to protect the confidentiality of other individuals identified or discussed in such records.

1.09 Sexual Relationships

(a) CHSW staff should under no circumstances engage in sexual activities, inappropriate sexual communications through the use of technology or in person, or sexual contact with current consumers, whether such contact is consensual or forced.

(b) CHSW staff should not engage in sexual activities or sexual contact with consumers' relatives or other individuals with whom consumers maintain a close personal relationship when there is a risk of exploitation or potential harm to the consumer. Sexual activity or sexual contact with consumers' relatives or other individuals with whom consumers maintain a personal relationship has the potential to be harmful to the consumer and may make it difficult for the staff and consumer to maintain appropriate professional boundaries. CHSW staff--not their consumers, their consumers' relatives, or other individuals with whom the consumer maintains a personal relationship--assume the full burden for setting clear, appropriate, and culturally sensitive boundaries.

(c) CHSW staff should not engage in sexual activities or sexual contact with former consumers because of the potential for harm to the consumer. If any CHSW staff engage in conduct contrary to this prohibition or claim that an exception to this prohibition is warranted because of extraordinary circumstances, it is CHSW staff--not their consumers--who assume the full burden of demonstrating that the former consumer has not been exploited, coerced, or manipulated, intentionally or unintentionally.

(d) CHSW staff should not provide services to individuals with whom they have had a prior sexual relationship. Providing services to a former sexual partner has the potential to be harmful to the individual and is likely to make it difficult for the service provider and individual to maintain appropriate professional boundaries.

1.10 Physical Contact

CHSW staff should not engage in physical contact with consumers when there is a possibility of psychological harm to the consumer as a result of the contact (such as cradling or caressing consumers). CHSW staff, who engage in appropriate physical contact with consumers, are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern such physical contact.

1.11 Sexual Harassment

CHSW staff should not sexually harass consumers. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal, written, electronic or physical contact of a sexual nature.

1.12 Derogatory Language

CHSW staff should not use derogatory language in their written or verbal communications to or about consumers. CHSW staff should use accurate and respectful language in all communications to and about consumers.

1.13 Payment for Services

(a) When setting fees, CHSW staff should ensure that the fees are fair, reasonable, and commensurate with the services performed. Consideration should be given to consumers' ability to pay.

(b) CHSW staff should avoid accepting goods or services from consumers as payment for professional services. Bartering arrangements, particularly involving services, create the potential for conflicts of interest, exploitation, and inappropriate boundaries in CHSW staff' relationships with consumers. CHSW staff should explore and may participate in bartering only in very limited circumstances when it can be demonstrated that such arrangements are an accepted practice among professionals in the local community, considered to be essential for the provision of services, negotiated without coercion, and entered into at the consumer's initiative and with the consumer's informed consent. CHSW staff, who accept goods or services from consumers as payment for professional services, assume the full burden of demonstrating that this arrangement will not be detrimental to the consumer or the professional relationship.

(c) CHSW staff should not solicit a private fee or other remuneration for providing services to consumers who are entitled to such available services through the CHSW staff' employer or CHSW.

(d) CHSW Adoption Program staff are not compensated for, nor provide payments or considerations to a child's birthparent(s) or other individual(s) as payment for placing a child or inducement to release a child. No staff person accepts outside gifts or contributions as payment for children or influencing child placements or adoption services.

(e) Offers of contributions to any CHSW programs are handled through appropriate Resource Development staff responsible for the ethical management of donations.

1.14 Consumers Who Lack Decision-Making Capacity

When CHSW staff act on behalf of consumers who lack the capacity to make informed decisions, CHSW staff should take reasonable steps to safeguard the interests and rights of those consumers.

1.15 Interruption of Services

CHSW staff should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, disruptions in electronic communication, relocation, illness, mental or physical ability, or death.

1.16 Referral for Services(a) CHSW staff should refer consumers to other professionals when the other professionals' specialized knowledge or expertise is needed to serve consumers fully or when CHSW staff believe that they are not being effective or making reasonable progress with consumers and that other services are required.

(b) CHSW staff, who refer consumers to other professionals, should take appropriate steps to facilitate an orderly transfer of responsibility. CHSW staff, who refer consumers to other professionals, should disclose, with consumers' consent, all pertinent information to the new service providers.

(c) CHSW staff are prohibited from giving or receiving payment for a referral when no professional service is provided by the referring staff.

1.17 Termination of Services

(a) CHSW staff should terminate services to consumers and professional relationships with them when such services and relationships are no longer required or no longer serve the consumers' needs or interests.

(b) CHSW staff should take reasonable steps to avoid abandoning consumers who are still in need of services. CHSW staff should withdraw services precipitously only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects. CHSW staff should assist in making appropriate arrangements for continuation of services when necessary.

(c) CHSW staff in fee-for-service settings may terminate services to consumers who are not paying an overdue balance if the financial contractual arrangements have been made clear to the consumer, if the consumer does not pose an imminent danger to self or others, and if the clinical and other consequences of the current nonpayment have been addressed and discussed with the consumer.

(d) CHSW staff should not terminate services to pursue a social, financial, or sexual relationship with a consumer.

(e) CHSW staff, who anticipate the termination or interruption of services to consumers, should notify consumers promptly and seek the transfer, referral, or continuation of services in relation to the consumers' needs and preferences.

(f) CHSW staff, who are leaving an employment setting, should inform consumers of appropriate options for the continuation of services and of the benefits and risks of the options.

2. CHSW Staff' Ethical Responsibilities to Colleagues

2.01 Respect

(a) CHSW staff should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

(b) CHSW staff should avoid unwarranted negative criticism of colleagues in verbal, written, and electronic communications with consumers and with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical ability.

(c) CHSW staff should cooperate with work colleagues and with colleagues of other professions when such cooperation serves the well-being of consumers.

2.02 Confidentiality

CHSW staff should respect confidential information shared by colleagues in the course of their professional relationships and transactions. CHSW staff should ensure that such colleagues understand CHSW staff' obligation to respect confidentiality and any exceptions related to it.

2.03 Interdisciplinary Collaboration

(a) CHSW staff, who are members of an interdisciplinary team, should participate in and contribute to decisions that affect the well-being of consumers by drawing on the perspectives, values, and experiences of the social work profession. Professional and ethical obligations of the interdisciplinary team as a whole and of its individual members should be clearly established.

(b) CHSW staff, for whom a team decision raises ethical concerns, should attempt to resolve the disagreement through appropriate channels. If the disagreement cannot be resolved, CHSW staff should pursue other avenues to address their concerns consistent with consumer well-being.

2.04 Disputes Involving Colleagues

(a) CHSW staff should not take advantage of a dispute between a colleague and an employer to obtain a position or otherwise advance the CHSW staff' own interests.

(b) CHSW staff should not exploit consumers in disputes with colleagues or engage consumers in any inappropriate discussion of conflicts between CHSW staff and their colleagues.

2.05 Consultation

(a) CHSW staff should seek the advice and counsel of colleagues whenever such consultation is in the best interests of consumers.

(b) CHSW staff should keep themselves informed about colleagues' areas of expertise and competencies. CHSW staff should seek consultation only from colleagues who have demonstrated knowledge, expertise, and competence related to the subject of the consultation.

(c) When consulting with colleagues about consumers, CHSW staff should disclose the least amount of information necessary to achieve the purposes of the consultation.

2.06 Sexual Relationships

(a) CHSW staff, who function as supervisors or educators, should not engage in sexual activities or contact with supervisees, students, trainees, or other colleagues over whom they exercise professional authority.

(b) CHSW staff should avoid engaging in sexual relationships with colleagues when there is potential for a conflict of interest. CHSW staff, who become involved in or anticipate becoming involved in, a sexual relationship with a colleague, have a duty to transfer professional responsibilities, when necessary, to avoid a conflict of interest.

2.07 Sexual Harassment

(a) CHSW staff should not sexually harass supervisees, students, trainees, or colleagues. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

2.08 Impairment of Colleagues

(a) CHSW staff, who have direct knowledge of a colleague's impairment that is due to personal problems, psychosocial distress, substance abuse, or mental health difficulties and that interferes with practice effectiveness, should consult with that colleague when feasible and assist the colleague in taking remedial action.

(b) CHSW staff, who believe that a colleague's impairment interferes with practice effectiveness and that the colleague has not taken adequate steps to address the impairment, should take action through appropriate channels established by CHSW, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

2.9 Incompetence of Colleagues

(a) CHSW staff, who have direct knowledge of a colleague's incompetence, should consult with that colleague when feasible and assist the colleague in taking remedial action.

(b) CHSW staff, who believe that a colleague is incompetent and has not taken adequate steps to address the incompetence, should take action through appropriate channels established by CHSW, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

2.10 Unethical Conduct of Colleagues

- (a) CHSW staff should take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues, including unethical conduct using technology.
- (b) CHSW staff should be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. CHSW staff should be familiar with national, state, and local procedures for handling ethics complaints. These include policies and procedures created by NASW, licensing and regulatory bodies, CHSW, agencies, and other professional organizations.
- (c) CHSW staff, who believe that a colleague has acted unethically, should seek resolution by discussing their concerns with the colleague when feasible and when such discussion is likely to be productive.
- (d) When necessary, CHSW staff, who believe that a colleague has acted unethically, should take action through appropriate formal channels (such as contacting a state licensing board or regulatory body, an NASW National Ethics Committee, or other professional ethics committees).
- (e) CHSW staff should defend and assist colleagues who are unjustly charged with unethical conduct.

3. CHSW Staff' Ethical Responsibilities in Practice Settings

3.01 Supervision and Consultation

- (a) CHSW staff, who provide supervision or consultation (whether in-person or remotely), should have the necessary knowledge and skill to supervise or consult appropriately and should do so only within their areas of knowledge and competence.
- (b) CHSW staff, who provide supervision or consultation, are responsible for setting clear, appropriate, and culturally sensitive boundaries.
- (c) CHSW staff should not engage in any dual or multiple relationships with supervisees in which there is a risk of exploitation of or potential harm to the supervisee, including dual relationships that may arise while using social networking sites or other electronic media.
- (d) CHSW staff, who provide supervision, should evaluate supervisees' performance in a manner that is fair and respectful.

3.02 Education and Training

- (a) CHSW staff, who function as educators, field instructors for students, or trainers, should provide instruction only within their areas of knowledge and competence and should provide instruction based on the most current information and knowledge available in the profession.
- (b) CHSW staff, who function as educators or field instructors for students, should evaluate students' performance in a manner that is fair and respectful.

(c) CHSW staff, who function as educators or field instructors for students, should take reasonable steps to ensure that consumers are routinely informed when services are being provided by students.

(d) CHSW staff, who function as educators or field instructors for students, should not engage in any dual or multiple relationships with students in which there is a risk of exploitation or potential harm to the student, including dual relationships that may arise while using social networking sites or other electronic media. Educators and field instructors are responsible for setting clear, appropriate, and culturally sensitive boundaries.

3.03 Performance Evaluation

CHSW staff, who have responsibility for evaluating the performance of others, should fulfill such responsibility in a fair and considerate manner and on the basis of clearly stated criteria.

3.04 Consumer Records

(a) CHSW staff should take reasonable steps to ensure that documentation in electronic and paper records is accurate, and reflects the services provided.

(b) CHSW staff should include sufficient and timely documentation in records to facilitate the delivery of services and to ensure continuity of services provided to consumers in the future.

(c) CHSW staff' documentation should protect consumers' privacy to the extent that is possible and appropriate and should include only information that is directly relevant to the delivery of services.

(d) CHSW staff should store records following the termination of services to ensure reasonable future access. Records should be maintained for the number of years required by relevant laws, CHSW policies, and contracts.

3.05 Billing

CHSW staff should establish and maintain billing practices that accurately reflect the nature and extent of services provided and that identify who provided the service in the practice setting.

3.06 Consumer Transfer

(a) When an individual, who is receiving services from another agency or colleague, contacts CHSW for services, the service provider should carefully consider the consumer's needs before agreeing to provide services. To minimize possible confusion and conflict, CHSW staff should discuss with potential consumers the nature of the consumers' current relationship with other service providers and the implications, including possible benefits or risks, of entering into a relationship with a new service provider.

(b) If a new consumer has been served by another agency or colleague, CHSW staff should discuss with the consumer whether consultation with the previous service provider is in the consumer's best interest.

3.07 Administration

(a) Social work administrators should advocate within and outside CHSW for adequate resources to meet consumers' needs.

(b) CHSW staff should advocate for resource allocation procedures that are open and fair. When not all consumers' needs can be met, an allocation procedure should be developed that is nondiscriminatory and based on appropriate and consistently applied principles.

(c) CHSW staff, who are administrators, should take reasonable steps to ensure that adequate CHSW or organizational resources are available to provide appropriate staff supervision.

(d) Social work administrators should take reasonable steps to ensure that the working environment for which they are responsible is consistent with and encourages compliance with the NASW Code of Ethics. Social work administrators should take reasonable steps to eliminate any conditions in their organizations that violate, interfere with, or discourage compliance with the Code.

3.08 Continuing Education and Staff Development

Social work administrators and supervisors should take reasonable steps to provide or arrange for continuing education and staff development for all staff for whom they are responsible.

Continuing education and staff development should address current knowledge and emerging developments related to social work practice and ethics.

3.09 Commitments to Employers

(a) CHSW staff generally should adhere to commitments made to CHSW.

(b) CHSW staff should work to improve CHSW's policies and procedures and the efficiency and effectiveness of their services.

(c) CHSW staff should take reasonable steps to ensure that others within CHSW are aware of CHSW staff' ethical obligations as set forth in the NASW Code of Ethics and of the implications of those obligations for social work practice.

(d) CHSW staff should not allow CHSW's policies, procedures, regulations, or administrative orders to interfere with their ethical practice of social work. CHSW staff should take reasonable steps to ensure that CHSW's practices are consistent with the NASW Code of Ethics.

(e) CHSW staff should act to prevent and eliminate discrimination in CHSW work assignments and in its employment policies and practices.

(f) CHSW staff should accept employment or arrange student field placements only in organizations that exercise fair personnel practices.

(g) CHSW staff should be diligent stewards of the resources of CHSW's resources, wisely conserving funds where appropriate and never misappropriating funds or using them for unintended purposes.

4. CHSW Staff' Ethical Responsibilities as Professionals

4.01 Discrimination

CHSW staff should not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, or mental or physical disability.

4.02 Private Conduct

CHSW staff should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

4.03 Dishonesty, Fraud, and Deception

CHSW staff should not participate in, condone, or be associated with dishonesty, fraud, or deception.

4.04 Impairment

(a) CHSW staff should not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

(b) CHSW staff, whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance, should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect consumers and others.

4.05 Misrepresentation

(a) CHSW staff should make clear distinctions between statements made and actions engaged in as a private individual and as a representative of the social work profession, a professional social work organization or CHSW.

(b) CHSW staff, who speak on behalf of professional social work organizations, should accurately represent the official and authorized positions of the organizations.

(c) CHSW staff should ensure that their representations to consumers, agencies, and the public of professional qualifications, credentials, education, competence, affiliations, services provided, or results to be achieved are accurate. CHSW staff should claim only those relevant professional

credentials they actually possess and take steps to correct any inaccuracies or misrepresentations of their credentials by others.

4.06 Solicitations

(a) CHSW staff should not engage in uninvited solicitation of potential consumers who, because of their circumstances, are vulnerable to undue influence, manipulation, or coercion.

(b) CHSW staff should not engage in solicitation of testimonial endorsements (including solicitation of consent to use a consumer's prior statement as a testimonial endorsement) from current consumers or from other people who, because of their particular circumstances, are vulnerable to undue influence.

4.07 Acknowledging Credit

(a) CHSW staff should take responsibility and credit, including authorship credit, only for work they have actually performed and to which they have contributed.

(b) CHSW staff should honestly acknowledge the work of and the contributions made by others.

Form #0188-101-4/08

Last revision: 1/18

Original to staff

X:\Forms\HR-Code of Ethics+AckForm

X:\Policies\MANAGEMENT-Code of EthicsFORM-ATTACHMENT to policy

Code of Ethics Acknowledgement

CHSW staff, program volunteers, student interns and peer support counselors, sign this form as a part of New Employee Orientation, in compliance with national accreditation standards, licensing, and the CHSW “Code of Ethics” policy. Additional professional Codes listed below are maintained by HR, in their entirety, and are provided to new staff as appropriate to their job classification.

I, _____, have received a copy of, read, and
PRINT Staff/Volunteer/Student Intern/Peer Counselor Name
agree to abide by the CHSW “Code of Ethics” (form #0188-101) modified from the National Association of Social Workers (NASW), or the CHSW “Volunteer Code of Conduct” (form #0188B-VS).

IN ADDITION

I also acknowledge and abide by the following work-specific Code of Ethics related to my CHSW job classification, as provided to me by the Administrative Supervisor in my Community Office or by HR:

- Society for Human Resources Management (SHRM) Code of Ethical & Professional Standards
- Association of Fundraising Professionals (AFP) Code of Ethical Principles & Standards
- American Health Information Management Association (AHIMA) Code of Ethics
- National Association for the Education of Young Children (NAEYC) Code of Ethics
- Family Support Principles
- Public Relations Society of America
- National Practice Guidelines for Peer Support Counselors
- Other: _____
- No other code of ethics required.

Signature

Date

CHSW CODE OF ETHICS – page 20

Form: #0188-101-3/99-ATTACHMENT to Code of Ethics

Last Revision: 2/18

Original to HR Dept-personnel file

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