



College Of Vocational Rehabilitation Professionals

Code Of Ethics and Standards Of Practice

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Ethical Decision Making Model

Acknowledgments

COLLEGE OF VOCATIONAL REHABILITATION PROFESSIONALS

CODE OF ETHICS and STANDARDS OF PRACTICE

PREAMBLE

The practice of Vocational Rehabilitation Professionals involves the assessment, evaluation and identification of persons who are experiencing, or at risk of experiencing, vocational disability in order to develop and execute vocational rehabilitation and return-to-work plans designed to achieve or restore optimum vocational and avocational outcomes. These outcomes are achieved through the application of knowledge, skills, interventions and strategies that are unique to the discipline and profession of vocational rehabilitation. As professionals working with persons with disabilities, Vocational Rehabilitation Professionals value independence and integration. They are committed to removing barriers so that all individuals may have equal access to employment opportunities and their communities.

The priority in the vocational rehabilitation process is the needs of clients- people with disabilities who receive vocational rehabilitation services. Throughout this document, an integrated, collaborative and interdisciplinary team approach is promoted. The services provided by VR Professionals include:

- Vocational rehabilitation services
- Vocational assessments
- Transferable skills analysis
- Job analysis, development, placement
- Training, work adjustment, job skills
- Vocational/avocational planning
- Life Care Planning
- Education prevention of vocational disability/disadvantage
- Case management/rehabilitation services coordination and disability management
- Mediation/negotiation of (re-)employment contracts

There is a commitment to client centred services and interdisciplinary teamwork. Ethical relationships are maintained between professionals and direct service clients, family members, third parties, community agencies, employers, colleagues, and students. They are also maintained with third parties who contract for assessments; rehabilitation plans, and with those who provide work placement and job development services.

The mandate of the College of Vocational Rehabilitation Professionals is to protect the public. The primary function of the College is to ensure their members are qualified, competent and following clearly defined standards of practice and ethics. Codes of professional ethics / standards of conduct identify those moral principles and standards of behaviour that professions, institutions, and organizations believe will assist them in distinguishing between right and wrong, and ultimately in making good moral judgments. Codes address professional relationships and do not prescribe personal morality. Codes of ethics define the appropriate relationships between professionals and others with whom they interact in a professional capacity. Professional relationships include many persons, e.g., direct consumers of services, family members, third parties, students, employees, supervisors, colleagues and program managers. Codes of ethics help to define the profession and assist professionals in serving the public good. Continuous discussion by professionals on the application of ethical principles may result in more respect and caring in the provision of services. The College of Certified Vocational Rehabilitation Professionals of Canada has developed the

Code of Ethics and Standards of Practice for Certified Vocational Rehabilitation Professionals to guide the ethical practice of its members.

The purposes of a Code of Ethics are to:

- a) Guide members of the profession on morally appropriate behaviour in conducting their professional activities.
- b) Guide members of the profession on appropriate relationships for the protection of the public and consumer.
- c) Identify the values and characteristics of the profession.
- d) Provide tools, aids and supports for members in ethical decision-making.
- e) Guide the teaching and learning of professional ethics.
- f) Serve as a framework for processing ethical complaints.

This *Code of Ethics and Standards of Practice* expresses the ethical principles and values of the College of Vocational Rehabilitation Professionals. Ethical principles constitute a high standard for ethical behaviour and are derived from the general understandings or fundamental assumptions of the larger society regarding what is considered to be right and wrong. The values which inform the principles of ethical behaviour in vocational rehabilitation counselling and provide a conceptual basis for the ethical principles are:

- *Autonomy*, or fostering the right to control the direction of one's life;
- *Nonmaleficence*, or avoiding actions that cause harm;
- *Beneficence*, or working for the good of the individual and society by promoting the right and opportunity for a diverse society, including people with disabilities to participate fully and with dignity in all aspects of life, including work;
- *Justice*, or treating individuals equitably and fostering fairness and equality;
- *Fidelity*, or honoring commitments and keeping promises, including fulfilling one's responsibilities of trust in professional relationships; and
- *Veracity*, or dealing truthfully with individuals with whom vocational rehabilitation professionals come into professional contact.

RELATIONSHIP OF CVRP ETHICS to OTHER PROFESSIONAL CODES

The certificants of the College of Vocational Rehabilitation Professionals of Canada include representation from multiple professions and many certificants may hold more than one professional licence or certification which represents various approaches to the provision of rehabilitation services for persons with a disability and/or disadvantage. Therefore, while all certificants must adhere to the CVRP Code of Ethics, some must also adhere to the codes of other professional associations or regulatory bodies. While the ethical principles of the different professional codes may be very similar, there may be differences in how they are interpreted. In a given situation these differences may be resolved through consultation or an ethical decision-making process that evaluates the proposed behaviours against the common values of the professions. Those persons who work in the rehabilitation field without formal membership in a professional association, and their supervisors, also may refer to this code for guidance in maintaining ethical practices.

PERIODIC REVIEW

This code of ethics must be reviewed periodically in order to remain current. The ethical principles provide a framework that remains durable overtime, although changes occur in philosophical

thinking, legislation and technological advances. Attitudes and access to services for persons with a disability are continuing to change.

Each section of the *CVRP Code of Ethics and Standards of Practice* begins with an introduction. The introductions to each section discuss what the vocational rehabilitation professional should aspire to with regard to ethical behavior and responsibility. The introduction helps set the tone for that particular section and provides a starting point that invites reflection on the ethical standards contained in each section of the *CVRP Code of ethics and Standards of Practice*. A glossary is given to provide readers with a concise description of some of the terms used in the *CVRP Code of Ethics and Standards of Practice*

ETHICAL DECISION MAKING

Although this *Code of Ethics and Standards of Practice* is essential to the maintenance of ethical integrity and accountability, it cannot be a substitute for the active process of ethical decision making. Members increasingly confront challenging ethical demands and dilemmas in a complex and dynamic society to which a simple and direct application of the standards of practice may not be possible. Additionally, reasonable differences of opinion exist among members with respect to how ethical principles and values should be applied when they are in conflict. Therefore, member must develop the necessary critical analysis skills and the courage to exercise a high level of ethical judgement. For these reasons, the Code includes a section on ethical decision making at the end of this document.

1. ETHICAL STANDARDS

Professional - Client Relationship

Certified Vocational Rehabilitation Professionals respect the dignity, autonomy, self-determination, and rights of all persons with whom they interact in a professional capacity. They recognize the innate worth of human beings is neither enhanced or reduced by their ethnicity, religion, gender, marital status, sexual orientation, physical or mental disabilities, age, socio-economic status, or any other preference or personal characteristic, condition, affiliation, or status. Certified Vocational Rehabilitation Professionals have a responsibility to demonstrate respect in proactive ways. The primary ethical obligation of Certified Vocational Rehabilitation Professionals is to their clients, or those persons who are directly in receipt of their services. Certified Vocational Rehabilitation Professionals will endeavour at all times to promote each client's welfare and to place the client's interest above their own, and avoid imposing values inconsistent with vocational rehabilitation. In the case of forensic evaluation, the primary ethical obligation is to the court.

1.1 Professional Disclosure / Informed Consent

Prior to entering into a professional relationship with a client, the Certified Vocational Rehabilitation Professional will inform clients verbally, in writing and in a manner which accommodates any limitations the client may have, the following:

- The Certified Vocational Rehabilitation Professional's credentials, training, and relevant experience
- Purposes, goals, techniques, procedures, modalities, orientation
- Limitations, potential risks, and benefits of service
- Frequency and length of services
- Expectations of client involvement

- Confidentiality and privilege
- Electronic communication and social media policy
- Limits of confidentiality, including statutory exceptions, supervisors or other team members who may be involved, and risks of electronic communications
- Information and case files retrieval, preservation, and disposal
- Affiliation relationships
- Intended use and distribution of test and assessments results, and reports
- Fees and billing arrangements
- Cancellation policy
- Process for disputes or complaints
- Contingencies for continuation of vocational rehabilitation services
- Recognize that a client has the freedom to choose to enter, continue, and/or terminate the potential relationship

Professional disclosure/Informed consent must be obtained when a Certified Vocational Rehabilitation Professional changes from the original role to another or different role. Certified Vocational Rehabilitation Professionals need to recognize that any or all of these issues may need to be reiterated or expanded upon throughout the client-professional relationship.

1.2 Client Safety

Certified Vocational Rehabilitation Professionals will have developed and adhere to safety, reporting, and contingency plans related to working with clients who are at risk of harming themselves or others.

1.3 Collaborative Relationship

Certified Vocational Rehabilitation Professionals will work collaboratively with the client to identify vocational outcomes that are consistent with the principles of vocational rehabilitation.

1.4 Vocational Plans

When considering vocational outcomes, Certified Vocational Rehabilitation Professionals will consider plans which are consistent with the overall abilities, vocational limitations, physical and psychological restrictions, general temperament, interests, aptitudes, social skills, education, general qualifications, transferable skills, cultural, and other relevant characteristics and needs of the client, employer and public and offers a reasonable promise of success of mutually agreed upon goals.

1.5 Client Choice

Certified Vocational Rehabilitation Professionals will recognize the client's right to make choices and will provide clients with options to make informed choices. Certified Vocational Rehabilitation Professionals must provide adequate information including any potential risk or consequent as a result of their choice in order for the client to make an informed decision regarding services.

When working with minors or other persons who are unable to give voluntary, informed consent, the Certified Vocational Rehabilitation Professional will protect the client's best interest. They will seek assent of client to services and include them in decision making as appropriate. Certified Vocational Rehabilitation Professionals recognize the need to balance the ethical rights of their clients to make choices, their capacity to give consent or assent, to receive services, and parental or familial legal rights and responsibilities to protect these clients and make decision on their behalf.

1.6 Involvement of Family or Significant Others

Certified Vocational Rehabilitation Professionals will recognize the family, significant others, social, workplace or educational networks as potential resources and will attempt to enlist family or significant others' understanding and involvement in the vocational rehabilitation process if and when appropriate. The client or legal guardian's permission will be secured prior to any involvement of family or significant others.

1.7 Clients Served by Other Professionals

When Certified Vocational Rehabilitation Professionals learn that their clients are in a professional relationship

with another vocational professional, they request a release from the client to inform the other professional and strive to establish positive and collaborative professional relationships.

1.8 Client Welfare

Certified Vocational Rehabilitation Professional will not exploit the trust and dependency manifested in clients or their families, and will avoid any economic, physical, psychological or sexual abuse or impropriety when dealing with clients and their families.

1.9 Respecting Diversity / Multiculturalism

Certified Vocational Rehabilitation Professionals will demonstrate respect, acceptance and a willingness to understand different beliefs that affect their professional activities. Certified Vocational Rehabilitation Professionals will develop and adapt interventions and services to incorporate consideration of client's preferences and will not discriminate on the basis of age, colour, culture, disability, nationality, ethnic group, gender, race, language preference, religion, spirituality, sexual orientation, marital status, and/or socio- economic status.

1.10 Language

Certified Vocational Rehabilitation Professionals will use language that conveys respect and addresses issues of difference in ways that are open and professional.

1.11 Multiple Professional / Personal Relationships

Certified Vocational Rehabilitation Professionals refrain from entering into a multiple relationship if the multiple relationship could (1) reasonably be expected to impair the Certified Vocational Rehabilitation Professional's objectivity, competence or effectiveness in performing their functions as a Certified Vocational Rehabilitation Professional, (2) risks exploitation or harm to the person with whom the professional relationship exists or (3) expose the person or organization with whom the professional relationship exists to harm or exploitation. When a Certified Vocational Rehabilitation Professional finds that, due to unforeseen factors, a potentially harmful multiple relationship has arisen, they take reasonable steps to resolve it with due regard for the best interests of the affected person.

1.12 Third Party Relationships

Certified Vocational Rehabilitation Professionals who provide services at the request of a third party will clarify the nature of their contributions and responsibilities to all involved. They will ensure that all parties are aware of the nature, scope, and duration of the services to be provided, the goals and expected outcomes, and to whom and how such outcomes will be communicated. When serving as case consultants or expert witnesses, Certified Vocational Rehabilitation Professionals are obligated to provide unbiased, objective opinion.

1.13 Multiple Clients

When Certified Vocational Rehabilitation Professionals provide services to two or more persons, such as husband and wife, parent and children, the Certified Vocational Rehabilitation Professional will clarify at the outset, which person or persons are clients and the nature of the relationship they will have with each involved person. If it becomes apparent the Certified Vocational Rehabilitation Professional may be called upon to perform potentially conflicting roles, they will clarify, adjust, or withdraw from such roles with care.

1.14 Group Work

Certified Vocational Rehabilitation Professionals will screen prospective group participants to the extent possible, for those whose needs and goals are compatible with the goals of the group, who will not impede the group process, and whose well-being will not be jeopardized by the group experience. Certified Vocational Rehabilitation Professionals will take reasonable precautions to protect clients from physical and/or psychological trauma while participating in the group. Certified Vocational Rehabilitation Professionals will clearly communicate the limitations of confidentiality to the group participants.

1.15 Protection of Client Interest

Certified Vocational Rehabilitation Professionals will support and protect clients in conflicts between clients' interests and the welfare of the community, the client's family or the organization with which the Certified Vocational Rehabilitation Professional is associated, unless there is immediate danger to other individuals or the client's behaviour is perceived to be not in their best interests, illegal, or harmful to the others.

1.16 Respect for Privacy

Certified Vocational Rehabilitation Professionals will respect their client's privacy and will solicit information when it is beneficial and /or necessary to the provision of services.

1.17 Sexual Relationships with Clients

Certified Vocational Rehabilitation Professionals will not engage in sexual or romantic relationships with current clients. Sexual or romantic relationships with former clients are prohibited for five years following the last professional contact of any kind. Before engaging in sexual or romantic relationships with former clients after the five-year-period, the Certified Vocational Rehabilitation Professional will consult with a knowledgeable professional and discuss the potential of the relationship to be harmful, coercive or exploitative in any manner.

1.18 Prohibition of Sexual Relationships with Former Clients

If a client has a history of physical, emotional, or sexual abuse or if the client has ever been diagnosed with any form of psychosis or personality disorder, developmental disability, marked cognitive impairment, or if the client is likely to remain in need of therapy due to the intensity or chronicity of a problem, Certified Vocational Professionals do not engage in sexual activities or sexual contact with a former client, regardless of the length of time elapsed since termination of the client relationship.

1.19 Physical or Non-Erotic Contact with Clients

Certified Vocational Rehabilitation Professionals need to be sensitive to those circumstances when touching or physical contact with a client could be counter productive and any physical contact will obtain the client's informed consent, explanation and processing with the client.

1.20 Other Nonprofessional Interactions or Relationships

Certified Vocational Rehabilitation Professionals avoid nonprofessional relationships with clients, former clients, their romantic partners, or their immediate family, except when such interactions are potentially beneficial to clients or former clients. In cases where nonprofessional interactions may be potentially beneficial to clients or former clients, Certified Vocational Rehabilitation Professionals document in case records the rationale for such

interactions, the potential benefits, and anticipated consequences for the clients or former clients and other involved parties. Such interactions are initiated with appropriate consent from clients and are time-limited or context specific (i.e., constrained to an organizational or community setting). Where unintentional harm occurs to clients or former clients, or other involved parties, due to nonprofessional interactions, Certified Vocational Rehabilitation Professionals must show evidence of an attempt to remedy such harm. Examples of potentially beneficial interactions include but are not limited to, mutual membership in professional associations, organizations, or communities, attending a formal ceremony, hospital visits to ill family members or purchasing a service.

1.21 Communication of Information

Certified Vocational Rehabilitation Professionals will communicate in a manner that is both developmentally, psychologically, and culturally appropriate. When clients have difficulty understanding the language used by the professional, the Certified Vocational Rehabilitation Professional will provide the necessary services to ensure comprehension by the client. This may include interpreters, translators, and/or use of assistive technology.

1.22 File Documentation

Certified Vocational Rehabilitation Professionals will establish and maintain documentation that accurately, sufficiently, and timely reflects the services provided, and that identifies who provided the service. If case notes need to be altered it is done in a manner that preserves the original note and is accompanied by the date of change, information that identifies the person who made the change, and the reason for the change. Certified Vocational Rehabilitation Professionals will maintain appropriate client file documentation. Subject to the reason for referral, documentation will include:

- Reason for referral
- Professional disclosure/informed consent
- Signed consents to release information
- Initial vocational assessment
- Correspondence
- Regulatory orders, if available
- Written evaluation
- Vocational assessment/testing results
- Written agreement such as training-on-the job
- Medical/psychological reports
- Other interventions
- Written closure report

Materials used in the formation of an opinion or plan will form part of the file documentation.

1.23 Universal Design

Certified Vocational Rehabilitation Professionals support the principle of universal design. The use of multiple techniques and tools which are accessible and appropriate for individual's varied backgrounds, learning styles, and abilities, aid in the reduction and/or elimination of barriers to full engagement, learning and self-discovery in the vocational rehabilitation process.

1.24 Technology Used to Communicate with the Client

Certified Vocational Rehabilitation Professionals will ensure that technology or any of its

applications do not present a barrier to participation in rehabilitation services. Where a barrier exists, the Certified Vocational Rehabilitation Professional will ensure the client is provided with alternatives for communication. See further discussion in Section 9.

1.25 Termination of Services

Certified Vocational Rehabilitation Professionals will not abandon clients or terminate services unless:

- It has been ascertained that the client is not benefiting from services.
- Vocational rehabilitation services are no longer required.
- Vocational services no longer service the client needs or interests.
- The client is referred to an appropriate resource.
- The vocational rehabilitation consultant is in jeopardy of harm by the client or another person with whom the client has a relationship.

1.26 Transfer of Services

Certified Vocational Rehabilitation Professionals are expected to be knowledgeable about referral resources and suggest appropriate resources. They are expected to ensure that appropriate administrative processes are completed in a timely manner and open communication is maintained with both the client and service providers. Certified Vocational Rehabilitation Professionals prepare and disseminate, to an identified colleague or records custodian, a plan for transfer of the client and files in case of death, incapacitation or termination of practice.

2. CONFIDENTIALITY

Certified Vocational Rehabilitation Professionals recognize that trust is the foundation of collaborative relationships and will uphold appropriate boundaries, respect privacy and maintain confidentiality. Considering the developmental, cognitive, psychological and / or cultural context of the client, Certified Vocational Rehabilitation Professionals clearly and competently communicate the parameters of confidentiality in a culturally appropriate manner prior to engaging in any rehabilitation services or activities and reiterate the information throughout the rehabilitation process.

2.1 Confidentiality

Certified Vocational Rehabilitation Professionals will respect the confidentiality of client information and take reasonable precautions to protect confidential information obtained through the course of their work. Certified Vocational Rehabilitation Professionals will inform and discuss with clients, at the onset of services, and provide in writing, the confidential nature of the relationship and any limits or potential limits such as but not limited to:

- **Information Shared with Others.** Discussion with team members, supervisors, employers, and /or consultation with other professionals for the purposes of providing effective services. This includes information collected on behalf of government, insurance companies and/or other agencies to which the vocational rehabilitation consultant has a contractual obligation.
- **Legal Requirement and Disclosure.** Legal regulations such as reporting risk of neglect of children, response to subpoena or court order, investigation or complaint by legal body, and disclosure of contagious and fatal diseases.
- **Client or Public Safety.** Necessary precautions to protect their clients, their own,

and/or others' health and safety from the inappropriate actions of others and are obliged to follow the requirements of the appropriate Occupational Health and Safety legislation.

- **Third Party Services.** Conditions of services contracted and paid for by third parties.
- **Incidental Client Contact.** Discussion with the client to ensure that the client has determined the level of communication or contact between the client and the Certified Vocational Rehabilitation Professional when meeting incidentally in other settings.

2.2 Cultural Sensitivity

Certified Vocational Rehabilitation Professionals will take steps to increase knowledge, personal awareness, sensitivity, and skills regarding cultural meanings of confidentiality and privacy for individual clients.

2.3 Safeguarding Records

Certified Vocational Rehabilitation Professionals will take measures necessary to protect and safeguard the dissemination, maintenance, storage and disposal of client information and records in ways that protect confidentiality and adhere to the highest level of relevant government policy and / or regulations.

2.4 Physical Environment

Certified Vocational Rehabilitation Professionals will ensure that interview rooms, reception areas, and conference areas are secure so as to protect confidentiality. Informed consent applies when meeting with clients in public and other settings.

2.5 Limitations of Electronic Communications

Certified Vocational Rehabilitation Professionals who offer services, products or information via electronic transmission will inform clients of the risks to privacy and limits of confidentiality. Certified Vocational Rehabilitation Professional will notify clients of their intent to utilize electronic communication such as e-mail as a medium to manage client information, seek to assess that clients have understood the implications of this communication method, and obtain consent from the client to use this type of communication method.

2.6 Written Release of Information

Certified Vocational Rehabilitation Professionals will not consult with or release confidential information to anybody without the written permission of client, the client's legal guardian, or the referral source, unless a court of law compels disclosure.

2.7 Minimal Disclosure

In disclosing information, Certified Vocational Rehabilitation Professionals will only provide information relevant to the vocational rehabilitation process.

2.8 Cooperating Agencies

Certified Vocational Rehabilitation Professionals will instruct recipients of client information about confidentiality standards to be observed and ensure that other agencies with which information is shared have policies to protect confidentiality.

2.9 Confidential Information for Didactic or Other Purposes

Certified Vocational Rehabilitation Professionals will ensure that client information used in research, position papers, education, or other public media adequately protect the confidentiality of clients.

2.10 Recorded Interactions

Certified Vocational Rehabilitation Professionals will obtain written permission from the client, legal guardian, and/or legal representative prior to any video/audio taping and/or photographing of their interview session or any interaction they may have with the client.

2.11 Group Work

The Certified Vocational Rehabilitation Professional will clearly define confidentiality and the parameters for the specific group being entered, explain its importance and discuss the difficulties related confidentiality. The fact that confidentiality cannot be guaranteed will be clearly communicated to group members.

2.12 Family Work

The Certified Vocational Rehabilitation Professional will protect the privacy rights of each family member. Unless otherwise directed by law, information about one family member will not be disclosed to another member without written permission of the client member

2.13 Alternative Communications

When using alternative means of communication, (e.g. an interpretative service), confidentiality is maintained.

2.14 Client Access to files

During Informed Consent, Vocational Rehabilitation consultants will provide clients with information on how to access their records.

3. PROFESSIONAL RESPONSIBILITY

Certified Vocational Rehabilitation Professionals value competence in all their professional activities, including delivery of services, administrative, supervisory, and educational. They are committed to open, honest, and accurate communication and practice in a non-discriminatory manner in dealing with the public and other professionals. Certified Vocational Rehabilitation Professionals practice within their boundaries of professional and personal competence and continually strive to increase their professional knowledge and skills, and to apply new knowledge within their level of professional education, skill and competency, seeking consultation and supervision as appropriate. Certified Vocational Rehabilitation Professionals have a responsibility to abide by their professional Code of Ethics, which governs the Standards of Conduct.

3.1 Knowledge of Standards

Certified Vocational Rehabilitation Professionals have a responsibility to read, understand and follow the College of Certified Vocational Rehabilitation Professionals (CVRP) Code of Ethics / Standards of Conduct and adhere to applicable laws and regulations.

3.2 Boundaries of Competence

Certified Vocational Rehabilitation Professionals will practice only within the boundaries of their competence, based on their education, training, supervised experience, credentials, and appropriate professional experience. Certified Vocational Rehabilitation Professionals will not misrepresent their role or competence.

3.3 Referral

Certified Vocational Rehabilitation Professionals will refer or make recommendations for referral of clients to other appropriate professionals or agencies as the needs of the clients

dictate. In all cases, conflict of interest must be avoided.

3.4 New Specialty Areas of Practice

Certified Vocational Rehabilitation Professionals may expand their practices in areas new to them only after appropriate education, training, and experience. While developing skills in new areas, the Certified Vocational Rehabilitation Professional will take steps to ensure the competence of their work and to protect clients from harm.

3.5 Resources

Certified Vocational Rehabilitation Professionals will ensure that the resources used or accessed in their work are credible and valid (e.g., web link, references used in bibliographies, etc.).

3.6 Monitor Effectiveness

Certified Vocational Rehabilitation Professionals will take steps to evaluate their efficacy as Certified Vocational Rehabilitation Professionals, by developing collegial supports, peer supervision, and/or mentorship and engaging in evaluative self-reflective practice.

3.7 Ethical Issues Consultation

Certified Vocational Rehabilitation Professionals will take steps to consult with Certified Vocational Rehabilitation Professionals or other related professionals when they have questions regarding their ethical obligations or professional practices.

3.8 Maintaining Competence

Certified Vocational Rehabilitation Professionals will engage in continuing education to maintain competence in the skills they use, will remain current with generally accepted and applicable standards of practice within the profession, and will explore new and emerging techniques through such activities as reading, courses, professional meetings, supervision, conferences, and other continuing education activities. Certified Vocational Rehabilitation Professionals will meet the required hours of continuing education within the specified time frame necessary to maintain professional registration.

3.9 Cultural Competence

Certified Vocational Rehabilitation Professionals recognize multi-cultural awareness & diversity is requisite to cultural competence and ethical practice.

3.10 Administrative/Supervisory Roles

Certified Vocational Rehabilitation Professionals, who are administrators / supervisors of rehabilitation services units, will ensure that services are provided in a legal and ethical manner, are adequate, and do not cause harm to the client.

3.11 Legal Compliance

Certified Vocational Rehabilitation Professionals shall be knowledgeable about and act in accordance with federal, provincial, local laws and regulations, including procedures related to the scope of their practices regarding client consent, confidentiality, and release of information.

3.12 Employment Practices

Certified Vocational Rehabilitation Professionals accept employment for positions for which they are qualified by education, training, supervised experience, professional credentials, and appropriate vocational rehabilitation experience. Certified Vocational Rehabilitation

Professionals hire individuals for vocational rehabilitation positions who are qualified and competent for those positions.

3.13 Benefit System Requirements

Certified Vocational Rehabilitation Professionals shall work in accordance with the unique requirements of the various reimbursement/income support systems involved.

3.14 Educational Roles

Certified Vocational Rehabilitation Professionals who function as educators of other professionals will ensure that program materials and course content are appropriate to train students to function competently as professionals.

3.15 Self-Care and Functional Competence

Certified Vocational Rehabilitation Professionals will engage in healthy self-care activities and be alert to signs of physical, mental, or emotional problems and will refrain from offering or rendering professional services when their physical, mental, or emotional conditions are likely to harm clients or others, and seek professional assistance as required.

3.16 Functional Impairment in Colleagues, Co-workers, Supervisors, & Other Professionals

Certified Vocational Rehabilitation Professionals assist colleagues, co-workers, supervisors, and other professionals to recognize their own professional impairment and provide consultation and assistance when warranted, and will intervene as appropriate to avoid harm to clients or others.

3.17 Delegation of Work to Others

Certified Vocational Rehabilitation Professionals who delegate work to others or who use the services of others will take reasonable steps to:

- avoid delegating work to persons who have multiple relationships with those clients being served that may lead to exploitation or loss of objectivity
- authorize only those responsibilities that such persons can be expected to perform competently on the basis of their education, training, or experience, either independently or with the level of supervision being provided
- see that such persons perform these services competently.

3.18 Clients as Team Members

Certified Vocational Rehabilitation Professionals will ensure that clients and/or their legally recognized representatives are afforded the opportunity to participate in decisions related to the vocational rehabilitation services they are offered.

3.19 Interdisciplinary Teamwork

Certified Vocational Rehabilitation Professionals, who are members of interdisciplinary teams delivering multifaceted services to clients, must keep the focus on how to best serve the client. They participate in and contribute to decisions that affect the well-being of the client by drawing on the perspectives, values, and experiences of the vocational profession and those of colleagues from other disciplines.

3.20 Interdisciplinary Team Communication

Certified Vocational Rehabilitation Professionals ensure that there is fair and mutual understanding of the vocational rehabilitation plans by all parties cooperating in the vocational rehabilitation of clients.

3.21 Establishing Professional and Ethical Obligations

Certified Vocational Rehabilitation Professionals who are members of teams clarify professionals and ethical obligations of the team as a whole and of individual members. Certified Vocational Rehabilitation Professionals implement team decisions in vocational plans, even when not personally agreeing with such decisions, unless these decisions breach the Code. When team decisions raise ethical concerns, Certified Vocational Rehabilitation Professionals first attempt to resolve the concerns within the team. If they cannot reach resolution among team members, Certified Vocational Rehabilitation Professionals consider other approaches to address their concerns consistent with the well-being of the client.

3.22 Responsibility to the public and other professionals

Certified Vocational Rehabilitation Professionals have an ethical obligation to act responsibly with the public, other professionals and the media. They do not engage in any act or omission of a dishonest, deceitful or fraudulent nature in the conduct of their professional activities. These obligations include, but are not limited to:

- Sexual harassment and exploitation of others
- Reports to third parties
- Public presentations and public statements
- Conflict of interest
- Employer policies and practices
- Personnel recruitment, selection and assignment
- Consultation and relationships to other professionals

3.23 Personal Public Statements

When making personal statements in a public context, Certified Vocational Rehabilitation Professionals clarify that they are speaking from their personal perspectives and that they are not speaking on behalf of all Certified Vocational Rehabilitation Professionals, the profession, or any other professional association with which they may be affiliated.

3.24 Disparaging Remarks

Certified Vocational Rehabilitation Professionals do not disparage individuals, groups of individuals, colleagues, employers, organizations, or others.

3.25 Employer Policies and Practices

Certified Vocational Rehabilitation Professionals will develop policies and practices that are ethical and that lead to ethical work conditions and work culture.

3.26 Work Conditions

Certified Vocational Rehabilitation Professionals will alert their employers to conditions or inappropriate policies or practices that may be potentially disruptive or damaging to the Certified Vocational Rehabilitation Professional's professional responsibilities or that may limit their effectiveness. In those instances where Certified Vocational Rehabilitation Professionals are critical of policies, they attempt to affect such changes in such policies or procedures through constructive action within the organization. Such action will include education, and may include referral to appropriate certification, accreditation, or licensure organizations, or voluntary termination of employment. Where such change cannot be affected, Certified Vocational Rehabilitation Professionals shall take appropriate further action, which may include referral to appropriate certification or licensure agency for advisory opinion. Once an opinion has been rendered, however, the Certified Vocational Rehabilitation Professional's obligation to adhere to the Code continues.

3.27 Protection from Punitive Action

Certified Vocational Rehabilitation Professionals will not harass or dismiss an employee who has acted in a responsible and ethical manner to expose inappropriate employer policies or practices.

3.28 Termination of Vocational Practice

In the event of serious disability or death of the key person in a private practice, Certified Vocational Rehabilitation Professionals must have a prepared plan for transfer of clients, files, and records. They prepare and identify a “records custodian” with a plan for the transfer of clients for continuation of services in the event of a prolonged absence, including retirement, accident, illness, or death of the Certified Vocational Rehabilitation Professional.

3.29 Termination

Certified Vocational Rehabilitation Professionals will terminate a professional relationship when it becomes reasonably apparent that the client no longer needs assistance, is not likely to benefit from, or is being harmed by, continued services. Certified Vocational Rehabilitation Professionals may terminate services when in jeopardy of harm by the client or another person with whom the client has a relationship, or when agreed-upon fees have not been paid as articulated in the professional disclosure/informed consent process. Certified Vocational Rehabilitation Professionals always provide pre-termination services and recommend other culturally and clinically appropriate service sources when necessary.

3.30 Transfer of Services

When Certified Vocational Rehabilitation Professionals transfer or refer the client to other practitioners, they ensure that appropriate counselling and administrative processes are completed in a timely manner and that open communication is maintained with both the client and practitioners. Certified Vocational Rehabilitation Professionals prepare and disseminate, to an identified colleague or records custodian, a plan for the transfer of the client and files in the case of their incapacitation, death, or termination of practice.

4. ADVOCACY

Certified Vocational Rehabilitation Professionals advocate for their clients and actively engage on the removal of Institutional and Cultural barriers for people with disabilities and/or disadvantages. Advocacy is the pursuit of social justice to promote social fairness and equitable distribution of resources and reduce barriers and expand choice for all people including people with disabilities. Advocacy is a continuum of activity on which empowerment and social action reside. Empowerment encompasses a specific action and behavior with a specific client. As a result of empowerment, clients are able to cope with specific situational problems and concerns and have a sense of self efficacy to content with similar problems in the future. Social action implies advocacy on a societal level on issues such as legislation or public policy.

4.1 Attitudinal Barriers

Certified Vocational Rehabilitation Professionals will increase their own personal and professional awareness and sensitivity of persons with disabilities and multi-cultural issues and will strive to eliminate attitudinal barriers, including stereotyping and discrimination.

4.2 Advocacy with Cooperating Agencies

Certified Vocational Rehabilitation Professionals will remain aware of actions taken by cooperating agencies on behalf of their clients and may be required to act as advocates of

such clients to ensure effective service delivery.

4.3 Client Self-Advocacy

Certified Vocational Rehabilitation Professionals will provide the client with appropriate information to facilitate their self-advocacy actions whenever possible and will support their efforts of self-advocacy both on an individual and an organizational level. They will assist their clients to understand their rights and responsibilities, speak for themselves, make decisions, and contribute to society.

4.4 Accommodations

Certified Vocational Rehabilitation Professionals will demonstrate in their practice, an appreciation of the need to provide necessary accommodations, including accessible facilities and services.

4.5 Barriers to Access

Certified Vocational Rehabilitation Professionals will identify environmental, physical, communicative, and transportation barriers to people with disabilities and will communicate information about these to public (employers) and private authorities to facilitate removal of such barriers to access. Certified Vocational Rehabilitation Professionals are aware of the principles of Universal Design.

4.6 Referral Accessibility

Certified Vocational Rehabilitation Professionals, as advocates for people with disabilities, will ensure, prior to referring clients to programs, facilities, or employment settings, that they are appropriately accessible.

4.7 Knowledge of Community Supports, Benefits, and Systems Certified Vocational Rehabilitation Professionals will be able to access information and / or appropriate resources about community supports, benefits, and systems that may directly affect the quality of the life of a client.

5. ASSESSMENT, EVALUATION, AND INTERPRETATION

Certified Vocational Rehabilitation Professionals will provide quality vocational evaluations through the appropriate selection and use of valid and reliable assessment techniques and tools. They recognize the historical, social prejudices in the misdiagnosis and pathologizing of certain individuals and groups.

5.1 Informed Consent

- a) **Prior to Assessment and / or Evaluation.** Certified Vocational Rehabilitation Professionals will explain the nature and purpose. The explanation will be provided in a language the client (or other legally authorized person on behalf of the client) can understand. Certified Vocational Rehabilitation Professionals should consider the client's personal or cultural context, the level of the client's understanding of the results, and the impact the results may have on the client. Upon completion of the assessments, the Certified Vocational Rehabilitation Professional will debrief the client.
- b) **Recipients of Results.** Certified Vocational Rehabilitation Professionals should have an explicit understanding and prior agreement with the client and the payor as to who receives the report. Certified Vocational Rehabilitation Professionals will include accurate and appropriate interpretations with any release of assessment results.

5.2 Validity and Reliability

Certified Vocational Rehabilitation Professionals will ensure that the assessment, evaluation, and interpretation process is valid and reliable. Observation and/or measurement of interests, values, temperament, learning style, abilities, aptitudes, personality and performance are assessed using a variety of tools and techniques that may include standardized tests, work sample, and/or situational assessments in simulated and/or real work environments.

5.3 Competence to Use and Interpret Assessment Instruments

- a) **Limits of Competence.** Certified Vocational Rehabilitation Professionals will only utilize tests and assessment instruments for which they have been trained and/or are competent to administer and interpret. Certified Vocational Rehabilitation Professionals will meet the publisher's stated qualifications for administering and interpreting specific instruments. Certified Vocational Rehabilitation Professionals using technology- assisted test interpretations should be trained in the construct being measured and the specific instrument being used prior to using its technology based application. Certified Vocational Rehabilitation Professionals will take reasonable measures to ensure the

proper use of assessment techniques and tools by persons under their supervision.

- b) **Appropriate Use.** Certified Vocational Rehabilitation Professionals are responsible for the appropriate administration, scoring, interpretation and use of assessment instruments relevant to the needs of the client, whether they score and interpret such assessment themselves or by other persons under their supervision.
- c) **Decisions Based on Results.** Certified Vocational Rehabilitation Professionals will be responsible for decisions involving individuals that are based on assessment results and will have a thorough understanding of career assessment measurements including validation criteria, test research and guidelines for test development and use.
- d) **Accurate Information.** Certified Vocational Rehabilitation Professionals will provide accurate information and avoid false claims or misconceptions when making statements about assessment instruments or techniques.

5.4 Assessment Techniques and/or Instrument Selection

- a) **Appropriateness of Instruments.** Certified Vocational Rehabilitation Professionals should carefully consider the validity, reliability and appropriateness of selected assessment instruments and techniques. When such validity or reliability has not been established, i.e., when the tool is being used as a research / development process, Certified Vocational Rehabilitation Professionals will describe the strengths and limitations of the results and interpretation.
- b) **Culturally Diverse Populations.** Certified Vocational Rehabilitation Professionals should be cautious when selecting assessment tools for culturally diverse populations to avoid inappropriate and/or discriminatory assessment techniques.
- c) **Norm Divergence.** Certified Vocational Rehabilitation Professionals use caution in the selection, administration, scoring and interpretation of any assessment techniques where the client population is not represented in the norm group on which an instrument was standardized. Certified Vocational Rehabilitation Professionals, when using norm referenced tools, will be aware that persons with disabilities may not be included in the norm references. Comparisons and/or interpretation of assessment techniques that are based on the use of divergent norms will disclose such information and describe the implications of use on the results and interpretation.

5.5 Conditions of Assessment Administration

- a) **Administration Conditions.** Certified Vocational Rehabilitation Professionals will administer standardized instruments under the same conditions that were established in the standardization. When it is not appropriate to administer under standard conditions such as may be necessary to accommodate modifications for clients with disabilities or when unusual behaviour or irregularities occur during the assessment those conditions will be noted in the interpretation.
- b) **Computer Administration.** When computer or other electronic methods are used for assessment, Certified Vocational Rehabilitation Professionals will be responsible for ensuring that programs function properly to provide clients with accurate results.

- c) **Unsupervised Test-Taking.** Certified Vocational Rehabilitation Professionals will not permit unsupervised or inadequately supervised use of test or assessments unless the assessment technique or tests are designed, intended and validated for self-administration and / or scoring.
- d) **Access to Assessment Techniques.** Certified Vocational Rehabilitation Professionals carefully consider individual or environmental barriers that may limit a client's ability to effectively access and/or benefit from the assessment technique or instrument (e.g. a client who is blind may benefit from an audiotape version of a written test). Any adaptation and/or accommodation of standardized assessment procedures will be documented and described in terms of the implications of the modification and adaptation on the assessment results and interpretation.

5.6 **Multicultural Issues / Diversity in Assessment**

Certified Vocational Rehabilitation Professionals use, with caution, assessment techniques that were normed on populations other than that of the client. Certified Vocational Rehabilitation Professionals recognize the effects of age, colour, culture, disability, nationality, ethnic group, gender, race, language preference, religion, spirituality, sexual orientation, marital status, or socioeconomic status on the administration and interpretation, and place assessment results in proper perspective with other relevant contextual factors.

5.7 **Scoring and Interpretation of Assessments**

- a) **Reporting Reservations.** When reporting assessment results, Certified Vocational Rehabilitation Professionals will indicate any reservations that exist regarding validity or reliability of instruments used because of the circumstances of the assessment or the inappropriateness of the norms for the person assessed.
- b) **Diversity in Assessment Techniques.** Certified Vocational Rehabilitation Professionals will place assessment results and their interpretations in proper perspective considering other relevant factors including age, colour, culture, disability, ethnic group, gender, race, religion, language preference, sexual orientation, marital status, and socioeconomic status.
- c) **Research Instruments.** Certified Vocational Rehabilitation Professionals will exercise caution when interpreting the results of research instruments possessing insufficient technical data to support respondent results. The specific purposes for the use of such instruments will be stated explicitly to the examinee.
- d) **Testing Services.** Certified Vocational Rehabilitation Professionals who provide test scoring and test interpretation services to support the assessment process will confirm the validity of such interpretations. The interpretations of assessment data will be related to the particular goals of the evaluation. Vocational Assessment Professionals will accurately describe the purpose, norms, validity, reliability and applications of the procedures and any special qualifications applicable to their use.

- e) **Automated Testing Services.** The public offering of an automated test interpretation service will be considered a professional-to-professional consultation. The formal responsibility of the consultant will be to the consultee, but the ultimate and overriding responsibility will be to the client.

5.8 Release of Information to Competent Professionals

- a) **Misuse of Results.** Certified Vocational Rehabilitation Professionals will not misuse assessment results and interpretations and will take reasonable steps to prevent others from misusing the information. Certified Vocational Rehabilitation Professionals will respect the client's right to know the results, the interpretations made and the basis for the professional's conclusions and recommendations.
- b) **Release of Raw Data.** Certified Vocational Rehabilitation Professionals will release raw data (e.g. protocols, interview notes, or questionnaires) only when required by law.

5.9 Research and Training

- a) **Data Disguise Required.** Use of data derived from vocational evaluations for purposes of training, research or publication will be confined to content that is disguised to ensure the anonymity of the individuals involved.
- b) **Agreement for Identification.** The identification of a client in a presentation or publication will be permissible only when the client has agreed in writing to its presentation or publication.

5.10 Security

Certified Vocational Rehabilitation Professionals will maintain the integrity and security of test and other assessment techniques consistent with legal and contractual obligations. Certified Vocational Rehabilitation Professionals will not appropriate, reproduce, or modify a published test or parts thereof without acknowledgement and permission of the publisher.

5.11 Obsolete Tests and Outdated Results

Certified Vocational Rehabilitation Professionals will not use data or results from assessments that are obsolete. Certified Vocational Rehabilitation Professionals will make every effort to prevent misuse of obsolete measures and assessment data by others.

5.12 Assessment Construction

Certified Vocational Rehabilitation Professionals will use established procedures, relevant standards and current professional knowledge for assessment design in the development, publication and utilization of vocational and career assessment tools.

5.13 Forensic Evaluation

When providing forensic evaluations, the primary obligation of forensic Certified Vocational Rehabilitation Professionals is to produce unbiased, objective findings that can be substantiated based on information and techniques appropriate to the evaluation. In the case of forensic evaluation, the client will be made aware that the evaluator's ethical obligation is to the court and no counseling

case of forensic evaluation, the client will be made aware that the evaluator's ethical obligation is to the court and no counselling relationship exists.

5.14 Informed Consent in Forensic Evaluation

Individuals being evaluated are informed in writing that the relationship is for the purpose of an evaluation and that a report of findings will be produced. Written informed consent for evaluations are obtained from those being evaluated. If written consent is not obtained such as in situations, i.e., deceased evaluatees are the subject of evaluation, a court, legal jurisdiction orders evaluation, clinical or cultural reason, Certified Vocational Rehabilitation Professionals will document why written consent was not obtained. When minors or vulnerable adults are evaluated, informed consent is obtained from parent or guardian.

6. BUSINESS PRACTICES

Certified Vocational Rehabilitation Professionals recognize that work environments are cultures that influence the quality of services provided and will develop policies and practices that are ethical and lead to ethical work conditions. Certified Vocational Rehabilitation Professionals uphold professional standards of conduct, clarify their professional roles and obligations, accept appropriate responsibility for their behaviour, manage conflicts of interest, and be aware of multi-cultural issues that may lead to exploitation or harm. Certified Vocational Rehabilitation Professionals exercise reasonable judgment and take precautions to ensure their potential biases, boundaries of professional competence, and limitations of their expertise do not lead to or condone unjust practices. Certified Vocational Rehabilitation Professionals will develop policies and practices that are ethical, and that lead to ethical work conditions.

6.1 Accepting, Declining, Terminating, and/or Withdrawing from Cases

- a) **Ethical concerns.** While all Certified Vocational Rehabilitation Professionals have the discretionary right to accept retention in any case and proceed within their area(s) of expertise, they should decline involvement in any case when asked to take or support a predetermined position, or where there are ethical concerns about the nature of the requested assignment.
- b) **Assumptions/Methodology Concerns.** Certified Vocational Rehabilitation Professionals should decline involvement in any case when they are asked to assume invalid representations of fact and/or alter their methodology or process without foundation or compelling reason.
- c) **Withdrawing.** If necessary to withdraw from a case after it has been referred, the Certified Vocational Rehabilitation Professional will make every reasonable effort to assist the client and/or referral source in locating an appropriate resource or other Certified Vocational Rehabilitation Professional to take over the assignment.
- d) **Non-payment of fees.** Services may be terminated for nonpayment if no harm comes to the client and the Certified Vocational Rehabilitation Professional assists in making every reasonable effort to support the client and/or referral source in locating another appropriate resource Certified Vocational Rehabilitation Professional to take over the assignment or other suitable, applicable arrangements are made.

6.2 Financial Arrangements/Billing/Commissions/Fees

- a) **Remuneration.** Certified Vocational Rehabilitation Professionals will neither give nor receive commissions, rebates, contingency fees, or any other form of remuneration when accepting a case and/or referring clients for professional services. Payments for services will not be contingent upon a case outcome or award.

- b) **Reasonable Fee Charges.** Certified Vocational Rehabilitation Professionals will charge only for the reasonable hours of service, research, consultation, and administrative work.
- c) **Sliding Scale.** Certified Vocational Rehabilitation Professionals may charge differential fees for services when such a difference in fee is for the benefit of the client and the fee is not discriminatory.
- d) **Interest Charges.** Certified Vocational Rehabilitation Professionals may charge a rate of interest on delinquent accounts as is allowed by law. When such interest is being charged, professionals state the rate of interest on all invoices or bills.
- e) **Financial Commitments.** Certified Vocational Rehabilitation Professionals will not enter into professionally related financial commitments that will compromise the quality of their services.
- f) **Unpaid Bills.** Certified Vocational Rehabilitation Professionals may, if no harm comes to the client, terminate services due to unpaid bills as outlined in the professional disclosure/informed consent.
- g) **Billing for Missed Appointments.** Certified Vocational Rehabilitation Professionals will ensure the client is advised of the company's policy regarding missed appointments.

6.3 Bartering

Certified Vocational Rehabilitation Professionals will avoid accepting goods or services from clients as payment for professional services. Bartering arrangements, particularly involving services, create the potential for conflicts of interest, exploitation, and inappropriate boundaries in professional relationship with clients.

6.4 Giving and Receiving Gifts

Certified Vocational Rehabilitation Professionals will recognize that in some cultures small gifts are a token of respect and gratitude. When determining whether or not to accept or give a gift, Certified Vocational Rehabilitation Professionals will take into account the relationship, the monetary value of the gift, the motivation for giving the gift, and the reason for wanting or declining the gift.

6.5 Maintenance, Dissemination, and Disposal

Certified Vocational Rehabilitation Professionals maintain confidentiality in creating, storing, accessing, transferring, and disposing of records under their control, whether these are written, automated, or in any other medium as defined by the laws of their province. Subsequent to file closure, records will be maintained for the number of years consistent with jurisdictional requirements or for a longer period during which maintenance of such records is necessary or helpful to provide reasonably anticipated services to the client. After that time, records will be destroyed in a manner assuring preservation of confidentiality. If there are no jurisdictional requirements, records will be kept for at least seven (7) years after closure. However, in some cases, records

received with the case referral may be destroyed or returned to the referral source upon closure of the case if approved by, and/or requested by, the referral source..

6.6 Advertising, Soliciting Business, & other Public Statements

- a) **Avoidance of False, Deceptive and/or Exploitative Statements.** Public statements include but are not limited to paid or unpaid advertising, product endorsements, grant applications, licensing applications, other credentialing applications, brochures, printed matter, directory listings, personal resumes or curriculum vitae, or comments for use in media such as print or electronic transmissions, statements in legal proceedings, lectures and oral presentations, and published materials. Certified Vocational Rehabilitation Professionals do not knowingly make public statements that are false, deceptive, fraudulent, or exploitative concerning their research, practice, or other work activities, or those of persons or organizations with which they are affiliated.
- b) **Testimonials.** Certified Vocational Rehabilitation Professionals who use testimonials do so with the full consent of the client, and do not solicit them from current clients nor former clients or any other persons who may be vulnerable to undue influence.
- c) **Statements by Others.** Certified Vocational Rehabilitation Professionals make reasonable efforts to ensure that statements made by others about them or the profession are accurate.
- d) **Recruiting Clients through Employment.** Certified Vocational Rehabilitation Professionals do not use their place of employment or institutional affiliation to recruit or gain clients for their private practice, as this may be understood as a conflict of interest.
- e) **Products and Training Advertisements.** Certified Vocational Rehabilitation Professionals who develop products related to their profession or conduct workshops or training events ensure that the advertisements concerning these products or events are accurate and disclose adequate information for consumers to make informed choices.
- f) **Promoting Self-Interests.** Certified Vocational Rehabilitation Professionals do not use teaching, training, assessment or supervisory relationships to promote their products or training events in a manner that is deceptive or would exert undue influence on individuals who may be vulnerable. However, educators may adopt textbooks they have authored for instructional purposes.
- g) **Personal Public Statements.** When making personal statements in a public context, Certified Vocational Rehabilitation Professionals clarify that they are speaking from their personal perspectives and that they are not speaking on behalf of all Certified Vocational Rehabilitation Professionals, the profession, or any other professional association with which they may be affiliated.

6.7 Home Offices

Certified Vocational Rehabilitation Professionals will have developed and abide by a written policy which ensures client confidentiality according to all legal, ethical and security practices.

6.8 Safety

Certified Vocational Rehabilitation Professionals will have developed and adhere to safety and contingency plans related to working with clients who are at risk of harming themselves or

others. Certified Vocational Rehabilitation Professionals, when referring such clients to others, will disclose these risks.

7. TEACHING, TRAINING, AND CLINICAL SUPERVISION

Certified Vocational Rehabilitation Professionals-Educators are encouraged to assist those who enter the profession by helping them to acquire a full understanding of the ethics, responsibilities, and needed competencies of their chosen area of practice, teaching or research.

7.1 Educators and Trainers

- a) **Relationship Boundaries with Students and Supervisees.** Certified Vocational Rehabilitation Professionals-Educators will clearly define and maintain ethical, professional and social relationship boundaries with their students and supervisees. They will be aware of the differential in power that exists and the student or supervisee's possible incomprehension of that power differential. Certified Vocational Rehabilitation Professionals-Educators will explain to students and supervisees the potential for the relationship to become exploitative.
- b) **Sexual Relationships.** Certified Vocational Rehabilitation Professionals-Educators will not engage in sexual relationships with students or supervisees and will not subject them to sexual harassment.
- c) **Clinical Supervisor Preparation.** Certified Vocational Rehabilitation Professionals-Educators will supervise only within the boundaries of their competence, based on their education, training, supervised experience, professional credentials, and appropriate professional experience. Certified Vocational Rehabilitation Professionals who are doctoral students serving as practicum or internship supervisors will be adequately prepared and supervised by the training program.
- d) **Responsibility for Services to Clients.** Certified Vocational Rehabilitation Professionals- Educators who supervise the vocational rehabilitation services of others will perform direct supervision sufficient to ensure that rehabilitation services provided to clients are adequate and do not cause harm to the client.
- e) **Endorsement.** Certified Vocational Rehabilitation Professionals-Educators will not endorse students or supervisees for certification, licensure, employment, or completion of an academic or training program if they believe students or supervisees are not qualified for the endorsement. Certified Vocational Rehabilitation Professionals-Educators will take reasonable steps to assist students or supervisees who are not qualified for endorsement to become qualified.

7.2 Education and Training Programs

- a) **Orientation.** Prior to admission, Certified Vocational Professionals-Educators will orient prospective students to the education or training program's expectations, including but not limited to the following: (1) the type and level of skill acquisition required for successful completion of the training, (2) subject matter to be covered, (3) basis for evaluation, (4) training components that encourage self-growth or self-disclosure as part of the training process, (5) the

type of supervision settings and requirements of the sites for required clinical field experiences, (6) student evaluation and dismissal policies and procedures, and (7) up-to-date employment prospects for graduates.

- b) **Evaluation.** Certified Vocational Rehabilitation Professionals-Educators will clearly state, in advance of training, to students and internship supervisees, the levels of competency expected, appraisal methods, and timing of evaluations for both didactic and experiential components. Vocational Rehabilitation Educators will provide students and internship supervisees with periodic performance appraisals and evaluation feedback throughout the training program.
- c) **Teaching Ethics.** Certified Vocational Rehabilitation Professionals-Educators will teach and model to students and internship supervisees the ethical responsibilities and standards of the profession and the students' and supervisees' professional ethical responsibilities. Educators infuse ethical considerations throughout the curriculum.
- d) **Infusing Cultural Diversity.** Vocational Professional Educators infuse material related to cultural diversity into all courses and workshops for the development of vocational professionals. They actively educate trainees to develop and maintain beliefs, attitudes, knowledge, and skills necessary for competent practice with people across cultures.
- e) **Peer Relationships.** When students are assigned to lead groups or provide clinical supervision for their peers, the Certified Vocational Rehabilitation Professional-Educator will recognize students placed in these roles may have personal or adverse relationships with peers and will make every effort to ensure that the rights of peers are not compromised. Students who are leading groups or providing clinical supervision will have the same ethical obligations as educators, trainers, and supervisors.
- f) **Varied Theoretical Positions.** Certified Vocational Rehabilitation Professionals-Educators will present varied theoretical positions so that students may make comparisons and have opportunities to develop their own positions. Certified Vocational Rehabilitation Professionals-Educators will provide information concerning the scientific bases of professional practice.
- g) **Field Placements.** Certified Vocational Rehabilitation Professionals-Educators will develop clear policies within their training program regarding field placement and other clinical experiences. Certified Vocational Rehabilitation Professionals-Educators will provide clearly stated roles and responsibilities for the student and the site supervisor. Certified Vocational Rehabilitation Professionals-Educators will confirm that site supervisors will be qualified to provide site supervision and are informed of their professional and ethical responsibilities in this role. Certified Vocational Rehabilitation Professionals-Educators will not accept any form of professional services, fees, commissions, reimbursement, or remuneration from a site for student placement.

- h) **Multi-cultural / Diversity.** Certified Vocational Rehabilitation Professionals-Educators will respond to their institution and program's recruitment and retention needs for training program administrators, facility, and students with diverse backgrounds and special needs. They will provide appropriate accommodations that enhance and support the well-being and performance of administrative, facility and/or students.
- i) **Distance Education Programs.** Certified Vocational Rehabilitation Professionals-Educators providing distance education must develop and adhere to a written policy to ensure student confidentiality. Certified Vocational Rehabilitation Professionals-Educators are held to the same level of professional behaviour as defined in the Code regardless of the instruction or technology used.

7.3 Students and Supervisees

- a) **Limitations.** Certified Vocational Rehabilitation Professionals-Educators, through ongoing evaluation and appraisal, will be aware of the academic and personal limitations of students and supervisees that might impede performance. Certified Vocational Rehabilitation Professionals-Educators will assist students and supervisees in securing remedial assistance when needed, and will dismiss students or supervisees who are unable to provide competent service due to academic or personal limitations. Certified Vocational Rehabilitation Professionals-Educators will seek professional consultation and document their decision to dismiss or refer students or supervisees for assistance. Certified Vocational Rehabilitation Professionals-Educators will advise students and supervisees of appeals processes as appropriate.
- b) **Self-growth Experiences.** Certified Vocational Rehabilitation Professionals-Educators, when designing training groups or other experiences conducted by the Certified Vocational Rehabilitation Professionals-Educators themselves, will inform students of the potential risks of self-disclosure. Certified Vocational Rehabilitation Professionals-Educators will respect the privacy of students by not requiring self-disclosure that could reasonably be expected to be harmful and student evaluation criteria will not include the level of the student's self-disclosure.
- c) **Counselling for Students and Supervisees.** If students or supervisees request counselling, supervisors or Certified Vocational Rehabilitation Professionals-Educators will provide them with acceptable referrals. Supervisors or Certified Vocational Rehabilitation Professionals-Educators will not serve as counsellors to students or supervisees over whom they hold administrative, teaching, or evaluative roles unless this is a brief role associated with a training experience.
- d) **Clients of Students and Supervisees.** Certified Vocational Rehabilitation Professionals- Educators will ensure that clients are aware of the services rendered and the qualifications of the students and the supervisees rendering those services. Clients will receive professional disclosure information and will be informed of the limits of confidentiality. Client permission will be obtained in order for the students

and supervisees to use any information concerning the relationship in the training process.

- e) **Professional Development.** Certified Vocational Rehabilitation Professionals-Educators who employ or supervise students will provide appropriate working conditions, timely evaluations, constructive consultations, and suitable opportunities for experience and training.
- f) **Multi-Cultural / Diversity Competence.** Certified Vocational Rehabilitation Professionals- Educators will actively infuse multi-cultural / diversity competencies into their training and supervisory practices. They will actively educate students to gain awareness, knowledge and skills in the competencies of culturally diverse practices.
- g) **Ethical Competence.** Certified Vocational Educators will actively infuse ethical standards into all educational activities.
- h) **Potentially Beneficial Relationships.** Certified Vocational Rehabilitation Professionals who are educators or supervisors are aware of the power differential in their relationships with supervisees and/or students. If they believe nonprofessional relationships with a supervisee or student may be potentially beneficial to the supervisee or student, they take precautions similar to those taken when working with clients. Examples of potentially beneficial interactions or relationships include attending a formal ceremony, hospital visits, providing support during a stressful event, or mutual membership in a professional association, organization, or community. Supervisors and educators engage in open discussions with their supervisees or students when they consider entering into relationships with them outside of their roles as clinical and/or administrative supervisors/educators. Before engaging in nonprofessional relationships, supervisors discuss with supervisees or students and document the rationale for such interactions, potential benefits or drawbacks, and anticipated consequences for the supervisee or student. Supervisors clarify the specific nature and limitations of the additional role(s) they will have with the supervisee or student.

8. RESEARCH AND PUBLICATION

Certified Vocational Rehabilitation Professionals are encouraged to engage in or support research and publication activities that will benefit service delivery and promote the quality of life for persons with disabilities. Certified Vocational Rehabilitation Professionals who are involved in research and publication activities will adhere to accepted standards of academic rigor.

8.1 Research Methodology

Certified Vocational Rehabilitation Professionals engaged in research, presentations and publications will ensure that the literature reviews are thorough and accurate and that the research methodology is appropriate and sound. They will also ensure that data analysis is honest and correct, that the confidentiality of client and professional data is strictly maintained, and that materials cited from other authors or publishers is correctly referenced and that it is culturally sensitive.

8.2 Recognition of Others

Certified Vocational Rehabilitation Professionals will ensure that the contributions of others in the collection of data or development of a manuscript are acknowledged through co- authorship, in an introductory or concluding statement, or in a footnote, depending on the extent of their involvement.

8.3 Responsibility to Report Findings

When reporting results, Certified Vocational Rehabilitation Professionals will report the research findings that are judged to hold professional value even if the results reflect unfavourably on institutions, programs, services, prevailing opinions, or vested interests.

8.4 Reporting Errors

If it becomes known that there are significant errors in their research, Certified Vocational Rehabilitation Professionals will take reasonable steps to correct such errors through appropriate means (i.e., correction erratum or through other appropriate publication means).

8.5 Student Research

For an article that is substantially based on a student's dissertation or thesis, the student will be listed as the principle author.

8.6 Availability of Data

Certified Vocational Rehabilitation Professionals will be obligated to make sufficient original research data available to qualified Certified Vocational Rehabilitation Professional who may wish to replicate the study.

8.7 Submission of Manuscripts

Certified Vocational Rehabilitation Professionals will submit manuscripts for consideration to only one journal at a time. Manuscripts that are published in whole or in substantial part in another journal or published work are not submitted for publication without acknowledgment and permission from the previous publication.

8.8 Peer Review

Certified Vocational Rehabilitation Professionals who review material for publication will respect the confidentiality and proprietary rights of those who submit the material.

8.9 Use of Human Research Subjects

- a) **Informed Consent.** Certified Vocational Rehabilitation Professionals will ensure that research subjects are completely informed about the purpose of the study and have agreed to participate. Research subjects will be fully informed of the nature of the study and the responsibilities of the researchers and the subjects. Participation in research is typically voluntary and subjects have the right to withdraw from the study at any time. The Certified Vocational Rehabilitation Professional's commitments to subjects will be clearly communicated and honoured. Information from subjects obtained during the study will be kept confidential.
- b) **Protection of Subject Rights.** Certified Vocational Rehabilitation Professionals will seek consultation and observe stringent safeguards to protect the rights of research participants when a research problem suggests a deviation from standard or accepted practice.
- c) **Protection of Subject Welfare.** Certified Vocational Rehabilitation Professionals who conduct research with human participants will be responsible for the participant's welfare throughout the research and will take reasonable precautions to avoid causing injurious psychological, physical or social effects to their participants and create minimal interference in their lives.
- d) **Research Planning.** When using human participants, Certified Vocational Rehabilitation Professionals will plan, design, conduct and report research in a manner that reflects cultural sensitivity and is culturally appropriate.
- e) **Research Conduct.** Research will be consistent with pertinent ethical principles, federal and provincial laws, host institutional regulations and scientific standards governing research with human participants.

9. Technology and Distance Counselling

The use of technology in rehabilitation is a rapidly growing field and includes text messaging, email, internet chatting, telephone, virtual reality, and any other technology that creates a bridge between the Certified Vocational Rehabilitation Professional and the client that would otherwise be created in an in-person meeting. Technological applications have proven particularly useful in situations where a client is geographically or emotionally unable to arrange a face-to-face meeting. Some technologies, such as social networking sites, can create confusion as to the boundaries between one's professional and personal lives, where the previously learned cues are not present. Technology, therefore, creates opportunities and also has its own particular challenges with respect to boundaries, safety of communication, and client/counsellor relationship. The use of these technologies requires consideration and judgment. Certified Vocational Rehabilitation Professionals recognize the potential of technology as a useful tool for assisting their clients, and also addresses the special issues raised by the use of technology.

9.1 Policy

Certified Vocational Rehabilitation Professionals to have an Electronic Communication Policy (ECP), which is intended to outline the ways in which the professionals will communicate electronically and ensure informed consent. Certified Vocational Rehabilitation Professionals are also obliged under this Standard to have a Social Media Policy (SMP), which outlines their approach to social networking and other tools that may be unrelated to the actual counselling experience, such as blogs, Facebook and the like.

9.2 Behaviour and Identification

- a) **Application and Competence.** Certified Vocational Rehabilitation Professionals are held to the same level of expected behaviour and competence as defined by the Code regardless of the technology used (e.g., cellular phones, email, facsimile, video, audio, audio-visual) or its application (e.g., assessment, research, data storage).
- b) **Problematic Use of the Internet.** Certified Vocational Rehabilitation Professionals are aware of behavioural differences with the use of the Internet, and/or methods of electronic communication, and how these may impact the rehabilitation process.
- c) **Potential Misunderstandings.** Certified Vocational Rehabilitation Professionals educate clients on how to prevent and address potential misunderstandings arising from the lack of visual cues and voice intonations when communicating electronically.

9.3 Accessibility

- a) **Determining Client Capabilities.** When providing technology-assisted services, Certified Vocational Rehabilitation Professionals determine that clients are functionally and linguistically capable of using the application and that the technology is appropriate for the needs of clients. Certified Vocational Rehabilitation Professionals verify that clients understand the purpose and operation of technology applications and follow-up with clients to correct possible misconceptions, discover appropriate use, and assess subsequent steps.
- b) **Accessing Technology.** Based on functional, linguistic, or cultural needs of clients, Certified Vocational Rehabilitation Professionals guide clients in obtaining reasonable access to pertinent applications when providing technology-assisted services.

9.4 Confidentiality, Informed Consent, and Security

- a) **Confidentiality and Informed Consent.** Certified Vocational Rehabilitation Professionals ensure that clients are provided sufficient information to adequately address and explain the limits of: (1) technology used in the rehabilitation process in general; (2) ensuring and maintaining complete confidentiality of client information transmitted through electronic means; (3) a colleague, supervisor, and an employee, such as an Information Technology (IT) administrator or paraprofessional staff, who might have authorized or unauthorized access to electronic transmissions; (4) an authorized or unauthorized user including a family member and fellow employee who has access to any technology the client may use in the rehabilitation process; (5) pertinent legal rights and limitations governing the practice of a profession over jurisdictional boundaries; (6) record maintenance and retention policies; (7) technology failure, unavailability, or crisis contact procedures; and, (8) protecting client information during the rehabilitation process and at the termination of services.

- b) **Transmitting Confidential Information.** Certified Vocational Rehabilitation Professionals take precautions to ensure the confidentiality of information transmitted through the use of computers, email, facsimile machines, telephones, voicemail, answering machines, and other technology.
- c) **Security.** Certified Vocational Rehabilitation Professionals: (1) use encrypted and/or password-protected Internet sites and/or email communications to help ensure confidentiality when possible and take other reasonable precautions to ensure the confidentiality of information transmitted through the use of computers, email, facsimiles, telephones, voicemail, answering machines, or other technology; (2) notify clients of the inability to use encryption or password protection, the hazards of not using these security measures; and, (3) limit transmissions to general communications that are not specific to clients, and/or use non-descript identifiers.
- d) **Imposters.** In situations where it is difficult to verify the identity of Certified Vocational Rehabilitation Professionals, clients, their guardians, and/or team members, Certified Vocational Rehabilitation Professionals: (1) address imposter concerns, such as using code words, numbers, graphics, or other non-descript identifiers; and (2) establish methods for verifying identities.

9.5 Technology-Assisted Assessment

Certified Vocational Rehabilitation Professionals using technology-assisted test interpretations abide by the ethical standards for the use of such assessments regardless of administration, scoring, interpretation, or reporting method and ensure that persons under their supervision are aware of these standards.

9.6 Consultation Groups

When participating in electronic professional consultation or consultation groups (e.g., social networks, listservs, blogs, online courses, supervision, interdisciplinary teams), Certified Vocational Rehabilitation Professionals: (1) establish and/or adhere to the group's norms promoting behaviour that is consistent with ethical standards, and (2) limit disclosure of confidential information.

9.7 Records, Data Storage, and Disposal

- a) **Records Management.** Certified Vocational Rehabilitation Professionals are aware that electronic messages are considered to be part of the records of clients. Since electronic records are preserved, Certified Vocational Rehabilitation Professionals inform clients of the retention method and period, of who has access to the records, and how the records are destroyed.
- b) **Permission to Record.** Certified Vocational Rehabilitation Professionals obtain permission from clients prior to recording sessions through electronic or other means.
- c) **Permission to Observe.** Certified Vocational Rehabilitation Professionals obtain permission from clients prior to observing counselling sessions, reviewing session

transcripts, and/or listening to or viewing recordings of sessions with supervisors, faculty, peers, or others within the training environment.

9.8 Legal

- a) **Ethical/Legal Review.** Certified Vocational Rehabilitation Professionals review pertinent legal and ethical codes for possible violations emanating from the practice of distance counselling and/or supervision.
- b) **Laws and Statutes.** Certified Vocational Rehabilitation Professionals ensure that the use of technology does not violate the laws of any local, regional, national, or international entity, observe all relevant statutes, and seek business, legal, and technical assistance when using technology in such a manner.

9.9 Advertising

- a) **Online Presence.** Certified Vocational Rehabilitation Professionals maintaining sites on the Internet do so based on the advertising, accessibility, and cultural provisions of the Code. The Internet site is regularly maintained and includes avenues for communication with Certified Vocational Rehabilitation Professionals.
- b) **Veracity of Electronic Information.** Certified Vocational Rehabilitation Professionals assist clients in determining the validity and reliability of information found on the Internet and/or other technology applications.

9.10 Research and Publication

- a) **Informed Consent.** Certified Vocational Rehabilitation Professionals are aware of the limits of technology-based research with regards to privacy, confidentiality, participant identities, venues used, accuracy, and/or dissemination. They inform participants of those limitations whenever possible, and make provisions to safeguard the collection, dissemination, and storage of data collected.
- b) **B. Intellectual Property.** When Certified Vocational Rehabilitation Professionals possess intellectual property of people or entities (e.g., audio, visual, or written historical or electronic media), they take reasonable precautions to protect the technological dissemination of that information through disclosure, informed consent, password protection, encryption, copyright, or other security/intellectual property protection means.

9.11 Unavailability of Professional

- a) **Technological Failure.** Certified Vocational Rehabilitation Professionals explain to clients the possibility of technology failure and provide an alternative means of communication.

- b) **Unavailability.** Certified Vocational Rehabilitation Professionals provide clients with instructions for contacting them when they are unavailable through technological means.
- c) **Crisis Contact.** Certified Vocational Rehabilitation Professionals provide referral information for at least one agency or rehabilitation counsellor-on-call for purposes of crisis intervention for clients within their geographical region.

9.12 Distance Counselling Credential Disclosure

Certified Vocational Rehabilitation Professionals practicing through Internet sites provide information to clients regarding applicable certification boards and/or licensure bodies to facilitate client rights and protection and to address ethical concerns.

9.13 Distance Relationships

- a) **Benefits and Limitations.** Certified Vocational Rehabilitation Professionals inform clients of the benefits and limitations of using technology applications in the counselling process and in business procedures. Such technologies include, but are not limited to, computer hardware and/or software, telephones, the Internet and other audio and/or video communication, assessment, research, or data storage devices or media.
- b) **Inappropriate Applications.** When technology-assisted distance services are deemed inappropriate by Certified Vocational Rehabilitation Professionals or clients, Certified Vocational Rehabilitation Professionals pursue services face-to-face or by other means.
- c) **Boundaries.** Certified Vocational Rehabilitation Professionals discuss and establish boundaries with clients, family members, service providers, and/or team members regarding the appropriate use and/or application of technology and the limits of its use within the professional relationship.

9.14 Distance Counselling Security and Business Practices

- a) **Self-Description.** Certified Vocational Rehabilitation Professionals practicing through Internet sites provide information about themselves (e.g., ethnicity, gender) as would be available if the counselling were to take place face-to-face.
- b) **Internet Sites.** Certified Vocational Rehabilitation Professionals practicing through Internet sites:
 - (1) obtain the written consent of legal guardians or other authorized legal representatives prior to rendering services in the event clients are minor children, adults who are legally incompetent, or adults incapable of giving informed consent; and
 - (2) strive to provide translation and interpretation capabilities for clients who have a different primary language while also addressing the imperfect nature of such translations or interpretations.
- c) **Business Practices.** As part of the process of establishing informed consent, Certified Vocational Rehabilitation Professionals: (1) discuss time zone differences, local

customs, and cultural or language differences that might impact service delivery; and (2) educate clients when technology-assisted distance services are not covered by insurance.

9.15 Distance Group Counselling

When participating in distance group counselling, Certified Vocational Rehabilitation Professionals: (1) establish and/or adhere to the group's norms promoting behaviour that is consistent with ethical standards; and (2) limit disclosure of confidential information.

9.16 Teaching, Supervision, and Training at a Distance

Certified Vocational Rehabilitation Professionals, educators, supervisors, or trainers working with trainees or supervisees at a distance, disclose to trainees or supervisees the limits of technology in conducting distance teaching, supervision, and training.

10. Resolving Ethical Issues

Certified Vocational Rehabilitation Professionals demonstrate respect for the profession's purpose, values, and

ethical principles. They maintain the highest level of professional conduct by acting honestly and responsibly, and promoting the values of the profession. They are aware that client protection and trust in the profession depend on a high level of professional conduct and behave in a legal, ethical, and moral manner in the conduct of their professional work. They hold other vocational professionals to the same standards and are willing to take appropriate action to ensure that these standards are upheld. Certified Vocational Rehabilitation Professionals strive to resolve ethical dilemmas

with direct and open communication among all parties and seek consultation with other professionals.

10.1 Knowledge of Standards

Certified Vocational Rehabilitation Professionals are responsible for reading, understanding, and adhering to the Code of Ethics/Standards of Conduct. They seek clarification of any standard that is not understood.

10.2 Knowledge of Other Ethical Codes

Certified Vocational Rehabilitation Professionals are responsible for understanding the applicable ethical codes from other professional organizations, certification and/or regulatory bodies of which they belong. If there is a discrepancy between the codes, Certified Vocational Rehabilitation Professionals are held to the standards of the College of Vocational Professionals.

10.3 Ethical Decision Making Skills

Certified Vocational Rehabilitation Professionals must be prepared to recognize underlying ethical principles and conflicts among competing interests and to apply appropriate ethical decision making skills to resolve ethical dilemmas and act ethically.

10.4 Conflicts between Ethics and the Law

Certified Vocational Rehabilitation Professionals obey the law and statutes of the legal jurisdiction in which they practice unless there is a conflict with the Code of Ethics. If ethical responsibilities conflict with laws, regulations or other governing legal authorities, Certified Vocational Rehabilitation Professionals make known their requirement to their ethical responsibilities and take appropriate steps to resolve the conflict. When conflicts cannot be resolved by such means, they may adhere to the requirements of the law, regulations and/or other governing authorities.

10.5 Consultation

Certified Vocational Rehabilitation Professionals consult with other professionals who are knowledgeable about ethics when uncertain as to whether particular situations or courses of action may be in violation of the Code.

10.6 Organizational Conflict

If the demands of an organization with which the Certified Vocational Rehabilitation Professional is affiliated conflicts with the Code, the Certified Vocational Rehabilitation Professional specify the nature of the conflict and bring to the attention of the responsible official of the organization, the Certified Vocational Rehabilitation Professional's requirement to adhere to the Code. When possible, Certified Vocational Rehabilitation Professional work toward change within the organization.

10.7 Addressing Unethical Behaviour

Certified Vocational Rehabilitation Professionals expect colleagues to adhere to code. When a Certified Vocational Rehabilitation Professional has knowledge that another Certified Vocational Rehabilitation Professional is acting in an unethical manner, they first attempt to resolve the issue informally with the other Certified Vocational Rehabilitation Professional if feasible, provided such action does not violate confidentiality rights that may be involved.

10.8 Reporting Ethical Violation

When an informal resolution is not appropriate or feasible, or if an apparent violation has the potential for substantial harm to a person or organization, or is not resolved properly with informal resolution, the Certified Vocational Rehabilitation Professional will take further action appropriate to the situation. Such action might include referral to the ethics committee of the professional organization/agency or institutional authorities. This standard does not apply when such intervention would violate confidentiality rights or when a Certified Vocational Rehabilitation Professional has been assigned to review the work of another professional during an ethical review.

10.9 Unwarranted or Frivolous Complaint

Certified Vocational Rehabilitation Professionals do not initiate, participate in, or encourage the filing of ethical complaints that are made with reckless disregard or willful ignorance of facts that would disprove the allegation, or are intended to harm Certified Vocational Rehabilitation Professionals rather than protect clients or the public.

10.10 Compliance with Proceedings

Certified Vocational Rehabilitation Professionals assist in the process of enforcing the Code including cooperating with requests, proceedings, and requirements of the name the responsible college committee and /or other organizations having jurisdiction over those charged with a violation.

10.11 Unfair Discrimination against Complainants and Respondents Certified Vocational Rehabilitation Professionals do not deny individuals services, employment, advancement, admission to programs, tenure, promotions based solely upon their having made or being the subject of an ethics complaint. This does not preclude taking action based upon the outcome of such proceedings when the Certified Vocational Rehabilitation Professional are found to be in violation of ethical standards.

GLOSSARY OF TERMS:

Advocacy: Advocacy is frequently used synonymously with empowerment and social action. Toporek & Lui defined advocacy as "the action a mental health professional, counselor, or psychologist takes in assisting clients and client groups to achieve therapy goals through participating in clients' environments" (2012, p.303). Advocacy can be further articulated as a continuum of activity with empowerment to be at one end of the continuum and social action at the other end. Empowerment implies a counsellor - client collaboration for a specific action and behaviour with a specific client. As a result of empowerment, clients are able to cope with specific situational problems or concerns, and develop an increased self-efficacy to contend with similar problems in the future. In practice, advocacy may be appropriate in a situation in which the power and privilege of the counsellor role may not be attainable for the client. For example, a counsellor and a client collaboratively decide that a volunteer position would benefit the client however the client does not have the tools to access the agency. The counsellor could make the enquiries on the client's behalf. The modelling involved in this action provides a visible demonstration for self-advocacy. Social action at the other end of the spectrum requires the counsellor be engaged in activities to remove institutional and cultural barriers for a community or population. This may involve the counsellor working with an employer to develop appropriate accommodations for a worker with a disability, or participating in a committee to facilitate change in an organization.

Assent: To express agreement.

Assessment: The systematic procedure to obtain information from a variety of sources to draw inferences about people.

Autonomy: To honor the right to make individual decisions.

Attitudinal Barriers: A state of mind, and/or demonstration of a behaviour that expresses an opinion or purpose that creates an obstacle.

BENEFICENCE: To do good to others.

Client: An individual with, or directly affected by, a disability, functional limitation (s), or medical condition and who receives services from a vocational rehabilitation counsellor. At times, rehabilitation counselling may be provided to an individual other than one with a disability.

Conflict Of Interest: A situation in which a professional has a private or personal interest sufficient to appear to influence the outcome of their professional duties.

Consultee: the person who may score an assessment on behalf of a publisher or assessment vendor.

Critical Analysis: The ability to critically reflect and examine the issue by separating it into its elements.

Dependent Persons: An individual whose maintenance is another person's responsibility.

Fidelity: To be loyal, honest and keep promises.

Funders: Persons, businesses and/or organizations that provide and/or obtain fund(s) in various ways.

Informed Consent: Where an individual fully understands the proposed nature of the services, including any risks involved and consents to their participating.

Justice: To be fair and to give equally to others.

Legal Guardian: A person appointed by the court to make decisions on behalf of an individual who is considered by the court as not competent.

Moral Principles: Concepts/values/beliefs that are fundamental to determine right and wrong behaviours.

Multiple Relationships: A multiple relationship occurs when a Certified Vocational Rehabilitation Professional is in a professional role with a person and (1) at the same time is in another role with the same person, (2) at the same time is in a relationship with a person closely associated with or related to the person with whom the Certified Vocational Rehabilitation Professional has the professional relationship, or (3) promises to enter into another relationship in the future with the person or a person closely associated with or related to the person.

Need To Know: Information that is needed in order to provide competent services.

Nonmaleficence: To do no harm to others.

Over-Interpretation: Making interpretations that are beyond what the data supports.

Persons With Disabilities and/or Disadvantages: Experiencing difficulties in life functions, activities of daily living as a result of poverty, abuse, limited education, lack of social skills, un/underemployment and/or disabilities.

Rehabilitation Plans: A comprehensive plan of action that identifies specific goals and objectives that can be achieved through various means including education, training, exercise etc.

ETHICAL DECISION MAKING MODEL

The **Tarvydas' Integrated Decision-Making** model of ethical behaviour incorporates the most prominent principle and virtue aspects of several decision-making approaches and introduces some contextual considerations into the process. This model emphasizes the interaction between the principle and virtue elements, reflective attitude, actual production of ethical behaviour within a specified context, and the importance of environment. There are several unique aspects of the Tarvydas Model which are useful for the complexity of vocational rehabilitation including:

- It integrates psychological and social processes.
- It integrates intuitive and rational processes.
- It involves a degree of reflection after an initial formulation is made, requiring reassessment of additional personal factors.
- It considers the professional context in which the decision-making is carried out.

In addition to the specific elements of Tarvydas' integrative model, four underlying themes or attitudes are necessary for the professional:

1. Maintaining a stance of reflection concerning the personal issues, values and decision-making skills of the decision-maker and all other involved parties.
2. Addressing the balance among the areas issues, people and perspectives within the process.
3. Maintaining an appropriate level of attention to the context of the situation in question, allowing awareness of the vocational rehabilitation counsellor - client, treatment team, organizational, and societal implications of the ethical elements.

4. Seeking to collaborate with all rightful parties to the decision, but most especially the client.

Stages and Components of Tarvydas' Integrative Model

Stage 1: Interpreting the Situation Through Awareness and Fact Finding

The three components include:

1. Enhancing one's sensitivity and awareness.
2. Counsellor takes inventory of involved stakeholders.
3. Counsellor undertakes an extensive fact-finding investigation of a scope appropriate to the situation.

Stage II: Formulating the Ethical Decision

The five components include:

1. Counsellor reviews the problem to be sure that it is clearly understood in light of new information obtained from stage 1.
2. Counsellor researches applicable standards of law and practice.
3. Counsellor initiates the process of formally envisioning and generating possible courses of action.
4. Counsellor considers positive and negative consequences of courses of action.
5. Counsellor is reminded to consult with supervisors and trusted colleagues for guidance.

Stage III: Selecting and Action by Weighing Competing, Nonmoral Values, Personal Blind Spots and Prejudices

The three components include:

1. A period of reflection and active processing of what the counsellor intends to do in view of competing, nonmoral values.
2. Counsellor systematically inventories the contextual influences on the choices at the collegial, team, institutional, and societal levels.
3. Counsellor selects the preferred course of action or the behaviour that he or she plans to undertake.

Stage IV: Planning and Executing the Selected Course of Action

The three components include:

1. Counsellor determines a reasonable sequence of concrete actions to be taken.
2. Counsellor anticipates and works out all personal and contextual barriers to effectively executing the plan.
3. Provides for the execution, documentation, and evaluation of the course of action as planned.

ACKNOWLEDGEMENTS

The College of Vocational Rehabilitation Professionals acknowledges the influences of other codes of ethic and would like to recognize the following organizations:

American Counseling Association (2014) Code of Ethics, Alexandria, VA

Commission on Rehabilitation Counselor Certification (2010) Code of Professional Ethics,

Schaumburg, IL.

The Commission on Certification of work adjustment and Vocational Evaluation specialists (2008),
CCWAVES Code of Professional Ethics. Schaumburg, IL.

Certification of Disability Management Specialist Commission (2010) The CDMS Code of
Professional Conduct, Chicago, IL.

Vocational Rehabilitation Association of Canada (2010) Code of Ethics, Toronto, On.

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British Columbia association of Clinical counsellors (. a

The Commission on Rehabilitation Counsellor Certification (Revised Draft) (2010) Code of Professional Ethics for Rehabilitation Counsellors, Schaumburg, Illinois.

The Commission on Certification of Work Adjustment and Vocational Evaluation Specialists (2008), CCWAVES Code of Professional Ethics, Schaumburg, Illinois.

The Canadian Association of Rehabilitation Professionals (2002), Canadian Code of Ethics for Rehabilitation Professionals, Toronto, Ontario.

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Tarvydas, V.