

Ethics: Now More Than Ever



“Warm-Up” Thinking Exercise

* Arthur Schwartz

Ethics Self Assessment

Read the statements on the following slides:

As you do, think about whether you agree or disagree with the statements and to what extent the statements have any significance in your personal experiences.

Take a couple of seconds to think about each statement

This is not a test – use the presentation, in your materials, to mark down your responses and then to check back later on what your initial thoughts were.

Ethics Self Assessment

I am satisfied with my own ethics and character.

Yes

No

Ethics Self Assessment

The values and behavior of young people today are about the same as when I was growing up.

Yes

No

Ethics Self Assessment

Kids today are more likely to lie, cheat or steal than 20 years ago.

Yes

No

Ethics Self Assessment

People who take ethical shortcuts are more likely to succeed than those who do not.

Yes

No

Ethics Self Assessment

Making an unauthorized copy of software does not harm anyone and is okay.

Yes

No

Ethics Self Assessment

I have misrepresented or omitted a material fact on a resume.

Yes

No

Ethics Self Assessment

I have violated my employer's policy on internet use for personal reasons during work time.

Yes

No

Ethics Self Assessment

I have told the truth knowing it would be personally costly even though I could have gotten away with lying or concealing the information.

Yes

No

Ethics Self Assessment

- Thoughts...
- Reactions...
- Conclusions...

Calvin and Hobbes

BY NEWMAN



GET WHAT YOU CAN WHILE THE GETTING'S GOOD - THAT'S WHAT I SAY! MIGHT MAKES RIGHT! THE WINNERS WRITE THE HISTORY BOOKS!



Definition of Ethics

According to the Merriam-Webster dictionary ethics are the rules of behavior based on ideas about what is morally good and bad.

It is the principles of conduct governing an individual or group and/or a guiding philosophy.

Why have Ethical Codes?

- To define accepted/acceptable behaviors.
- To promote high standards of practice.
- To provide a benchmark for members to use for self evaluation.
- To establish a framework for professional behavior and responsibilities.
- To help define the profession.

* Carl L. Marshall

Ethics is not Common Sense

- the only problem with common sense is that it is not all that common - Voltaire.
- common sense can be helpful.
- rationalization can be a trap.
- ethics is easier said than done.

* Carl L. Marshall

Code of Ethics

Integrity
Commitment
Truth



Ethical Dilemmas in the news

- “Nonprofit's board failed the taxpayers”
- “St. Paul lawyer disbarred for theft, fraud”
- “Lawyers still unraveling the case of the thieving conservator”
- “Harvard cheating exposes admissions game”

Cornered

by Mike Baldwin

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ccornered@gmail.com



It was a new day, new town, new identity
and a new set of ethical guidelines.

Ethical Principles

CRCC Code of Ethics & CDMS Code of Professional Conduct

Beneficence: *doing good, promoting growth and well-being*

Autonomy: *respecting a client's choices*

Nonmaleficence: *avoiding or preventing harm*

Justice: *fairness and the equitable allocation of resources and time*

Fidelity: *loyalty, honesty, keeping promises and abiding by the law*

Veracity: *to be honest and truthful*

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“Every computer has been equipped with a compass to help keep our team on course.”

Stakeholders

- Injured Worker
- Date of Injury Employer
- Insurer
- Health Care Providers
- Qualified Rehabilitation Consultant
- Placement Vendor
- Attorneys

Ethical Decision Making: Using Feelings to Check Rationalization

1. Gather the facts.
2. Make a prediction.
3. Identify your feelings.
4. What if others found out?
5. Can you explain your reasons?

* Arthur Dobrin, D.S.W

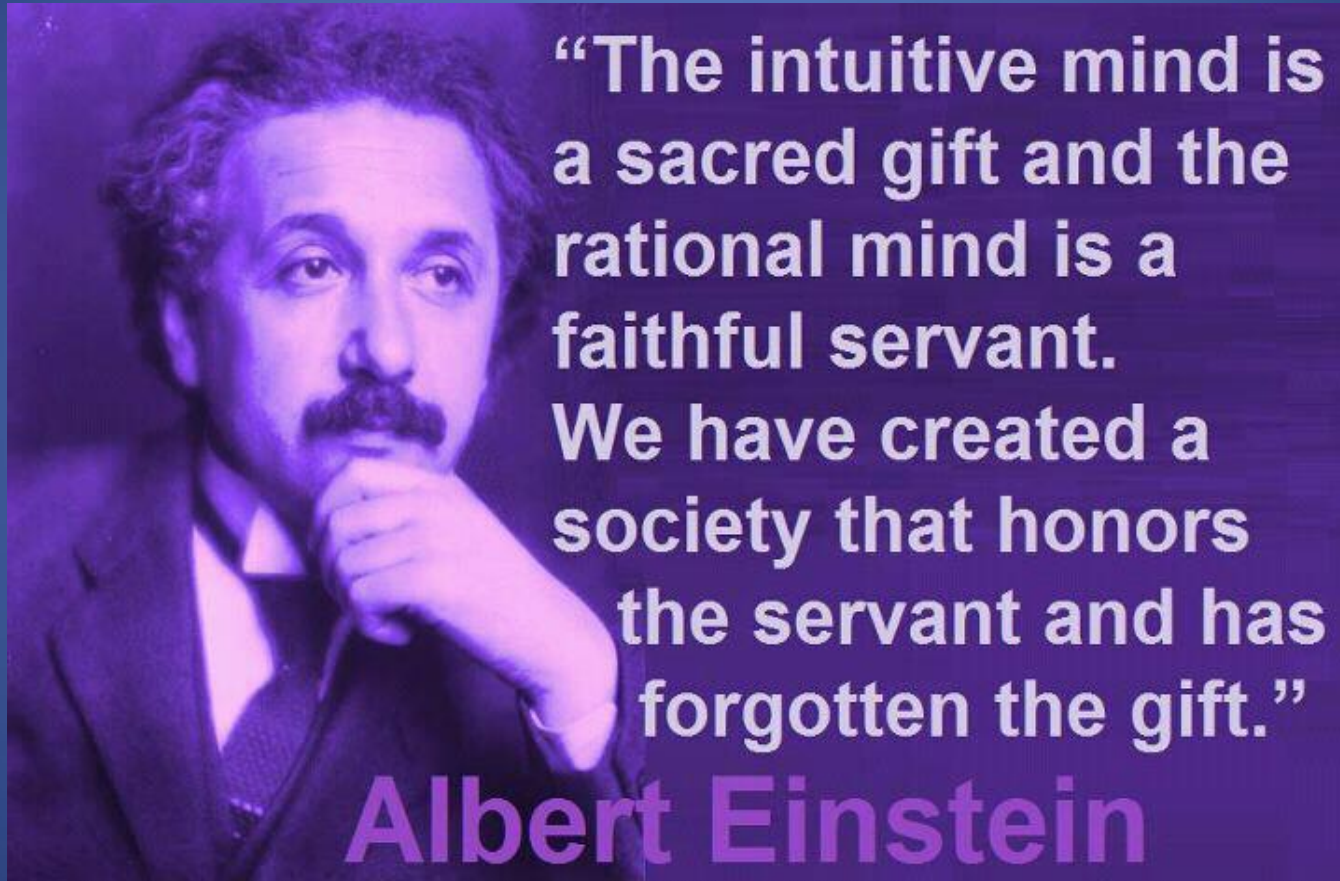
Gather the Facts



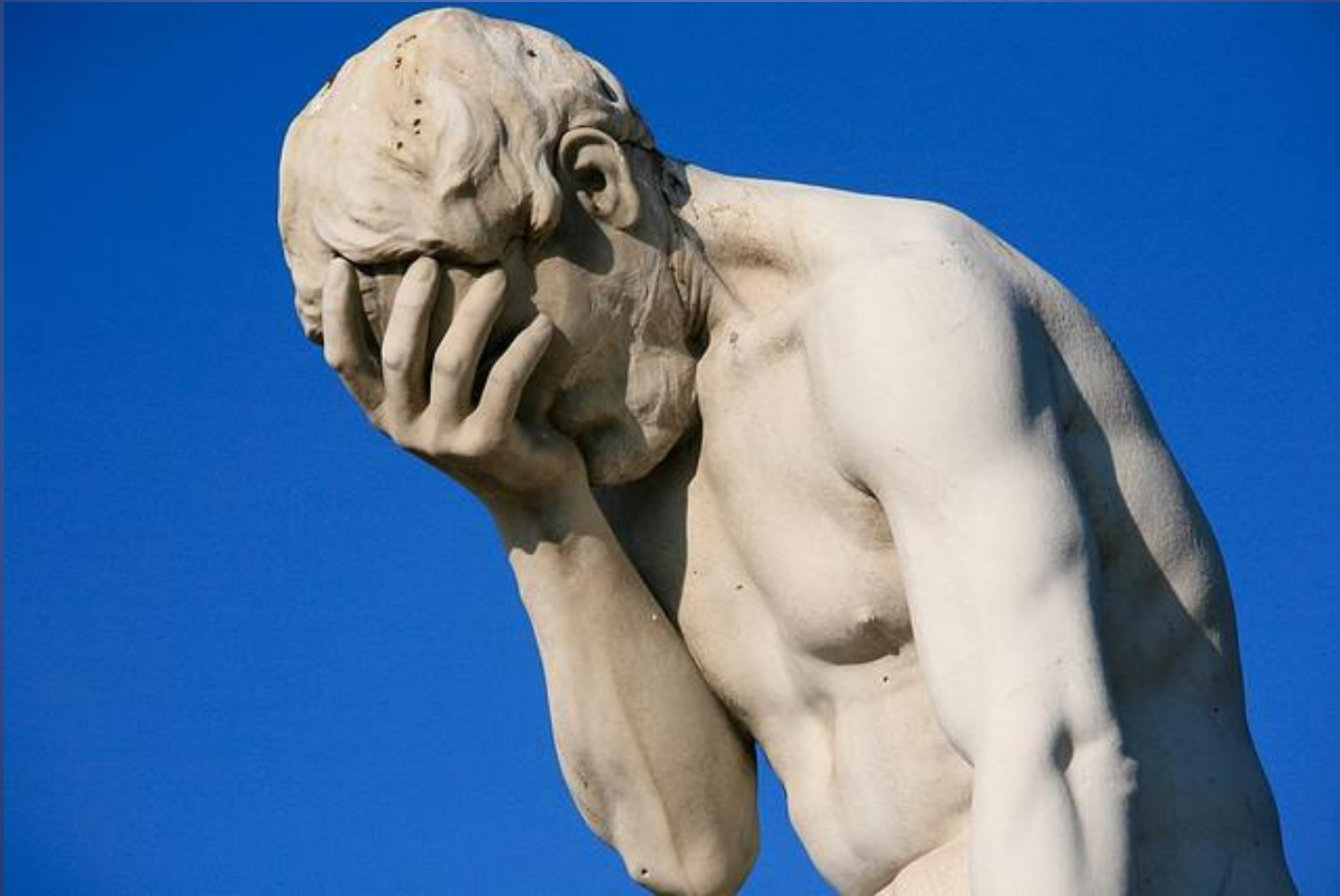
Make a Prediction



Identify Your Feelings



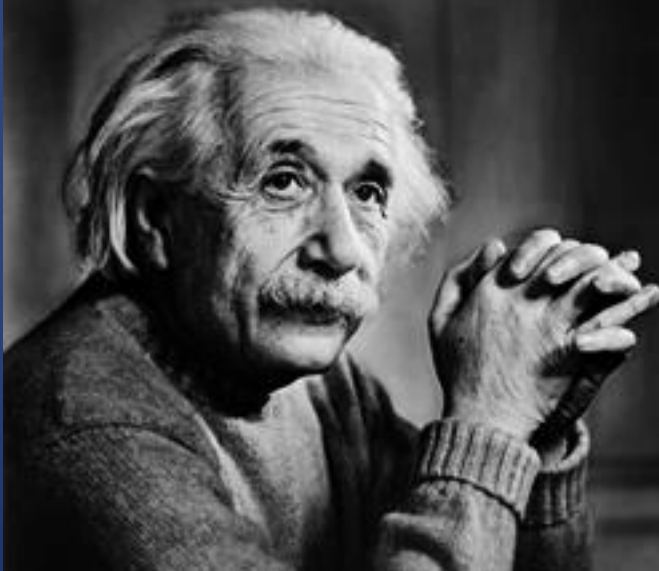
What if Others Found Out?



Can You Explain Your Reasons?

If you can't explain it **simply**, you don't understand it well enough.

– Albert Einstein





Ethical Scenarios



Pro-Rate vs. Not To Pro-Rate

You are currently working with five injured workers who live in the same general area and have similar job goals. The insurance companies and TPAs are different from one another.

No one would know if you didn't pro-rate your billing while making job development calls to prospective employers.

In this case you would...



Administrative Conference

You have been asked to attend an administrative conference to discuss the employee's job search. He's depressed, has no money and his spouse recently moved out of the house.

The employee is very likeable but he is not following through on the job leads given to him. You feel that one more negative event will throw him into a deep depression.

In this case you would...





"All those in favour say 'Aye'."

"Aye."

"Aye."

"Aye."

"Aye."

"Aye."

Rehabilitation Consultation

An insurer who sends several rehabilitation files each year has sent a new file for a consultation with a work ability indicating the employee is released for sedentary duty work.

The referral note indicated that shortly after being injured the employee, a forklift driver, was discharged for fighting. The insurer believes that due to being fired, the employee is not qualified for statutory services.

In this case you would...



Incarceration

Your client has been given a 30 day jail sentence.

The employee has been in job search for a couple of months and feels he can make up the job logs to cover the period he's in jail so no one would be the wiser.

In this case you would...



MARTIN, I DISCOVERED
A DEADLY SAFETY FLAW
IN OUR PRODUCT. WHO
SHOULD I INFORM?



NO ONE. THE STOCK
WOULD PLUNGE AND
WE'D HAVE MASSIVE
LAYOFFS. YOUR
CAREER WOULD BE
RUINED.



BUT MY NEGLIGENCE
COULD CAUSE THE
DEATHS OF A DOZEN
CUSTOMERS.



THE FIRST
DOZEN IS
ALWAYS THE
HARDEST.



Upsetting A Referral Source Might Seem Like -



Misrepresentation of Duties/Credentials:

Your qualified rehabilitation consultant (QRC) business card displays the job title of “Case Manager.”

The business card you use for disability case management (DCM) identifies you as a “Case Manager.”

In this case you should consider...



Outside Caller

While providing QRC services to an employee, you receive a telephone call from an individual claiming to be working on behalf of the employee's attorney's office but they are not an employee of the attorney firm.

The individual requests an update of the employee's medical status, the return to work plan and that reports be forwarded to their attention.

In this case you would...



E-mail

The insurer, who is a great referral source, has requested that e-mail correspondence between the two of you not be shared with the employee or any other party because they believe that the correspondence is the insurer's work product.

In this case you would...



Vocational Testing

You conducted time limited tests and determined that with additional time the testing would provide additional job goals resulting in several months of additional job search.

In this case you would...



Difficult Client

Your client is difficult to work with. He doesn't show up for appointments, doesn't answer the phone and complains to his attorney about you all the time.

If you indicate in your monthly progress reports that the employee is not cooperating with the rehabilitation plan, his benefits may be suspended.

In this case you would...



A Little Work on the Side

Your client was a tile setter at the time of his injury. He has been recuperating from back surgery and it doesn't look like he'll ever return to that job.

His child support was not reduced after the injury and he is strapped for cash. He would be willing to do anything for cash, which reminds you about the unfinished bathroom in your home.

In this case you would...



Unsolicited Phone Call

Helen, the employee, and her husband John were at the first in-person meeting. She was okay with him being there and he talked a lot.

This afternoon, while Helen was at work, John called to discuss Helen's medical status and return to work plan.

In this case you would...



Light Duty Return to Work





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