Ethics in Victim Services

Welcome!
Module 1
Introduction and Training Overview
Learning Objectives

- Identify at least one other participant and his/her role in providing services to victims of crime.
- State the course objectives.
Activity

Introductions and Setting Expectations

Worksheet 1.1
Course Objectives

- Create self-awareness and understanding of how attitudes and beliefs influence responses to victims of crime.
Course Objectives

- Learn the *Standards for Victim Assistance Programs and Providers* developed by the National Victim Assistance Standards Consortium (NVASC).
Course Objectives

- Recognize when a person is acting in an ethically questionable way.
- Use a standard decisionmaking process when faced with an ethical dilemma.
Course Agenda

Module 1: Introduction and Training Overview
Module 2: Values and Responses to Victims
Module 3: Ethics in Victim Services
Module 4: Standard Decisionmaking Process for Ethical Decisions
Module 5: Case Studies
Module 6: Closing and Evaluations
Review of Module
Learning Objectives

- Identify at least one other participant and his/her role in providing services to victims of crime.
- State the course objectives.
Module 2
Values and Responses to Victims

U.S. Department of Justice
Office of Justice Programs
Office for Victims of Crime
Learning Objectives

- State your own values, morals, and ethics.
- State how these attitudes and beliefs influence your responses to victims of crime.
Delivering Services

- Begins with personality, moral orientation, and beliefs of provider
- Involves relationships between providers and victims
- Requires awareness that personal values and ethical codes of provider influence interactions
Exploring Values
Exploring Values

- Distinction between personal and professional values
- Importance of self-awareness
- Keeping personal attitudes from interfering with professional services
Activity

What Are Values, Morals, and Ethics?
Definition of Terms

- **VALUES** are the ideals or beliefs to which an individual or group aspires.
- **MORALS** relate to making decisions between right and wrong.
- **ETHICS** is the articulation of standards of behavior that reflect those values or morals.
Behind Ethical Decisions Are . . .

- Your character
- Your commitment
- Your personal viewpoint
Activity

Assault Victim Vignette

Worksheet 2.1
Discussion Questions

- Any hesitations about working with this client?
- What values may cause you to feel this way?
- How might your feelings affect your professional relationship with the victim?
Discussion Questions

- What can you do to put the client’s interest first?
- Consider: what other challenging victims have you dealt with, and how did you handle the situation?
Self-Awareness Inventory
Activity

Self-Awareness Inventory

Worksheet 2.2
Values and Roles
Activity

Domestic Violence Scenario

Worksheet 2.3
Scenario Roles

- Group 1: Law enforcement victim assistance provider
- Group 2: Child protective services caseworker
- Group 3: Domestic violence program victim assistance provider
- Group 4: Prosecutor’s office victim assistance provider
Discussion Questions

- How does assuming the perspective of another role affect your response to the victim?
- Would you have responded differently if you had been in your role as victim assistance provider?
State your own values, morals, and ethics.
State how your attitudes and beliefs influence your responses to victims of crime.
Module 3
Ethics in Victim Services
Learning Objectives

- Recognize when a person is acting in an ethically questionable way.
- State at least one NVASCII ethical standard for victim service providers.
- State at least one way to make ethical standards a part of an organizational culture.
Ethics and You
Activity

Is It Ethical?

Worksheet 3.1
Ancient civilized societies developed systems of moral principles based on values.

Early ethical codes of law and medicine were set in place.

Victim assistance evolved into an established profession.
Code of Ethics Purposes

- Safeguards reputation of the profession
- Protects public from exploitation
- Furthers competent and responsible practice
Foundation for Code of Ethics

- Client autonomy, privacy and self-determination
- Objectivity and abstention from abuse
- Honesty and equity of service
- Compassion and respect for individuals
- Social responsibility and confidentiality
- Working within one’s range of competence
National Victim Assistance Standards
Victim Assistance Field
Background

- Moved from grassroots beginnings to a professional discipline
- Encompasses a wide diversity of individuals and organizations
- Provides services over the entire range of the justice experience
Victim Assistance Field
Background

- Greater accountability by victim assistance providers was needed.
- Field is viewed as credible, worthwhile, and providing much-needed services.
- National Victim Assistance Standards Consortium (NVASC) was formed to develop professional standards for the field.
Created in 2000 by OVC
Purpose: To create model program, competency, and ethical standards
Result: *Standards for Victim Assistance Programs and Providers*
*Ethics in Victim Services* – book based on the NVASC model
NVASC Ethical Standards

- **Scope of Services**
  - Professional activities

- **Coordinating within the Community**
  - Collaboration

- **Direct Services**
  - Relationships

- **Administration and Evaluation**
  - Monitors activities and relationships
Scope of Services

- Professional activities
  - Follow the law
  - Accurate representation
  - Professional conduct
  - Professional competence
  - Inform about costs
Coordinating within the Community

- Collaboration
  - Respect colleagues
  - Share knowledge
  - Improve systems
Direct Services

- Relationships
  - Respect civil rights
  - Protect victim interests
  - Nonjudgmental
  - Self-determination
  - Confidentiality
Direct Services

- Relationships
  - Terminate appropriately
  - Good boundaries
  - Non-discriminatory
  - Support colleagues
  - Avoid conflict of interest
Administration and Evaluation

- Monitors activities and relationships
  - Reports mistreatment
  - Reports misconduct
Activity

Identify the Relevant NVASC Standards

Worksheet 3.2
Activity

NVASC Standards in Your Organization

Worksheet 3.3
Was the victim assistance provider acting in an ethically questionable manner?

Any additional rationale?

What NVASC standards might apply?
Ethical Organizations
Activity

Creating Ethical Organizations
Review of Module Learning Objectives

- Recognize when a person is acting in an ethically questionable way.
- State at least one NVASC ethical standard for victim service providers.
- State at least one way to make ethical standards a part of an organizational culture.
Module 4
Standard Decisionmaking Process for Ethical Decisions
Learning Objectives

- State the steps in the standard decisionmaking process.
- Use the standard decisionmaking process when faced with an ethical dilemma.
The Decisionmaking Process
Decisionmaking Process

1. Assess the facts.
2. Identify relevant standards and practical considerations.
3. Brainstorm options and consequences.
4. Consult with peers/supervisor.
5. Choose best option and act.
6. Evaluate.
Activity

Disclosing Victim Vignette

Worksheet 4.2
1. Assess the facts.
2. Identify relevant standards and practical considerations.
3. Brainstorm options and consequences.
4. Consult with peers/supervisor.
5. Choose best option and act.
6. Evaluate.
Common Ethical Issues
Common Ethical Issues

- Boundary issues and multiple relationships
- Confidentiality
- Legal advocacy versus legal advice
- Professional competence
Activity

Common Ethical Issues
Worksheet 4.3
Review of Module Learning Objectives

- State the standard decisionmaking process.
- Use the standard decisionmaking process when faced with an ethical dilemma.
Module 5
Case Studies
Learning Objective

- Use the standard decisionmaking process when faced with an ethical dilemma.
Activity

Case Study
Worksheets 5.1, 5.2
1. Explain the facts of the case.
2. What are the relevant standards and practical considerations?
3. Present your three options and pros and cons of each.
4. Which option did you chose and why?
5. Evaluate: how can this situation be avoided in the future?
Review of Module Learning Objective

- Use the standard decisionmaking process when faced with an ethical dilemma.
Learning Objectives

- State the skills presented in the course.
- Generate ideas on how to implement ethics in your organization.
Activity

Personal and Professional Ethics Conflict
Closing
Activity

Brainstorming: What Can You Do When You Get Back?

Worksheet 6.1
Expectations
Course Objectives

- Create self-awareness and understanding of how attitudes and beliefs influence responses to victims of crime.
Course Objectives

- Learn the *Standards for Victim Assistance Programs and Providers* developed by the National Victim Assistance Standards Consortium (NVASC).
Course Objectives

- Recognize when a person is acting in an ethically questionable way.
- Use a standard decisionmaking process when faced with an ethical dilemma.
Evaluations
Thank You