

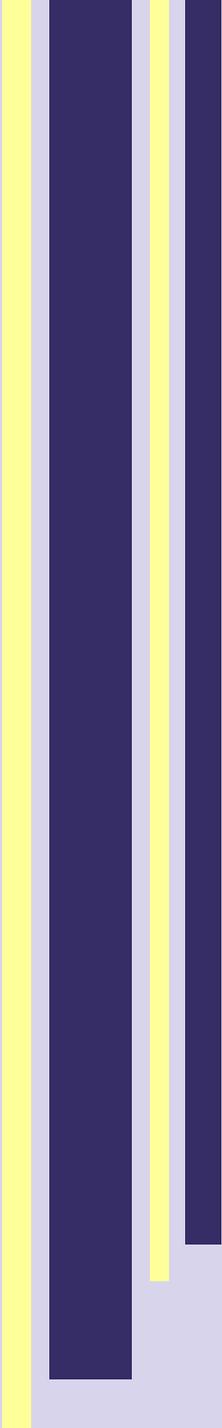
Ethics in Victim Services

Welcome!



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

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OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center



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.**



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Module 2

Values and Responses to Victims



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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?

Review of Module Learning Objectives

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



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Module 3

Ethics in Victim Services



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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.

Ethics and You

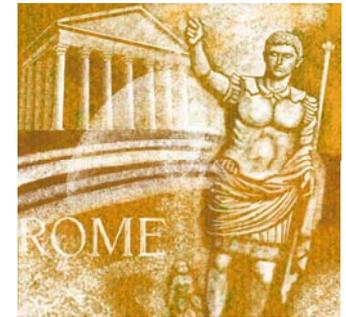
Activity

Is It Ethical?

Worksheet 3.1

Ethics Background

- ❖ 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.

NVASC

National Victim Assistance Standards Consortium

- ❖ 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

Is it Ethical? Revisited

- ❖ 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.



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Module 4

Standard Decisionmaking Process for Ethical Decisions



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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

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.**

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.**



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Module 5

Case Studies



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Learning Objective

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

Activity

Case Study ***Worksheets 5.1, 5.2***

Case Study

- 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.**



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Module 6

Closing and Evaluations



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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.**
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Evaluations

Thank You



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