



STUDENT HANDBOOK
BSW Reaffirmation Self Study



Submitted to
The Council of Social Work Education
Makeba Green, Ph.D.

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COLLEGE OF PROFESSIONAL STUDIES
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The University has an Affirmative Action Policy Statement which guides the policies and practices of the Department of Social Work. The policy states:

Bowie State University shall not discriminate against any individual on the basis of race, color, religion, age, ancestry or national origin, sex, sexual orientation, disability, marital status, or veteran status. All policies, programs, and activities of the University are and shall be in conformity with all pertinent Federal and state laws of nondiscrimination, including, but not limited to, Title VII of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972; the Equal Pay Act of 1963; the Age Discrimination Act; the Americans with Disabilities Act of 1990; Federal Executive Order No. 11375, and Article 49B of the Annotated Code of Maryland. This commitment applies in all areas and embraces faculty, staff, and students. (pg i. of BSU's 2016-2017 online Academic Catalog a.o.7.09)

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A letter from the Chairperson of the Department of Social Work

Department of Social Work
Bowie State University
Bowie, Maryland 20715

Dear Students,

We welcome you to the Department of Social Work. You have chosen a profession that demands a broad knowledge base, effective skills, and appropriate values and attitudes. Your choice of social work as a major prepares you for exciting career options, and we congratulate you on your decision.

Utilize this student handbook as a guide as you fulfill the requirements for your degree and participate in the activities and opportunities offered by both the department and Bowie State University. The handbook is designed for use in conjunction with the university's Undergraduate Catalog and regular visits with your assigned faculty advisor. While the handbook gives you a broad overview of what the Department of Social Work has to offer, we realize that each student has unique issues and concern that are sometimes best addressed through personal communication between students and faculty. Get to know your advisor and make sure that he/she knows you.

In summary, on behalf of the faculty and staff, and your fellow students, I welcome you to the Bowie State University Department of Social Work. We look forward to helping you develop the knowledge, skills, attitudes, values, and self-awareness necessary for a very successful future career.

Sincerely,

Dr. Makeba T Green, Chairperson

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**DEPARTMENT OF SOCIAL WORK
FACULTY/STAFF/ACADEMIC ADMINISTRATORS**

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Provost and Vice-President for
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A Brief History of Bowie State University

Bowie State University (BSU) enjoys a rich history. From its inception as the first school opened by the Baltimore Association for the Moral and Educational Improvement of Colored People in 1865, to its current status as one of central Maryland's regional comprehensive universities, the university has been consistent in its endeavor to offer quality instruction and educational services.

BSU is the oldest historically Black institution in Maryland and is among the oldest in the nation. The university was established as a normal school for training teachers to meet the needs of recently emancipated slaves and historically free Americans of African ancestry. The institutional goals of Bowie State University are as follows:

- a. To challenge all students to excel in a supportive, academically rigorous, and collaborative environment that nurtures quality academics;
- b. To expand the university's role in promoting the use of application- and information-based technology;
- c. To continue the university's historic commitment to the African American community and expand this commitment to student populations from diverse racial and cultural backgrounds; and
- d. To promote collaborative and consultative relationships with business, education, and governmental entities to enhance the economic, educational, social, and cultural development of the region.

Today, BSU has an enrollment of over 5,400 students in a broad array of undergraduate and graduate programs. With a special emphasis on excellence in teaching, our familial environment is the perfect setting for students who seek to be leaders among their peers, are stimulated to think critically, value diversity, and commit themselves to serving the higher moral and ethical good.

Bowie State University

Background. Established in 1865, Bowie State University is the oldest Historically Black Institution (HBI) of higher education in the state of Maryland, and it is one of the oldest HBIs in the nation. The institution has evolved from a normal school for training teachers into a comprehensive university that offers a wide array of undergraduate, graduate, and professional programs. Currently, BSU serves a diverse student population, providing educational opportunities that will enable students to function in a highly technological and interdependent world. The university continues to honor its heritage of providing access to higher education for underrepresented populations, with a continuing commitment to African Americans, and remains a leader in the graduation of African Americans in the fields of teacher education and technology.

BSU, through the effective and efficient management of its resources, provides high-quality and affordable educational opportunities at the bachelor's, master's, and doctoral levels for a diverse student population of Maryland residents and individuals from the larger global community. The university's educational programs are designed to broaden the knowledge base and skill set of students across disciplines and enable students to think critically, value diversity, become effective leaders, function competently in a highly technical world, and pursue advanced graduate study. Bowie State is committed to increasing the number of students from underrepresented minority populations who earn advanced degrees in computer science, mathematics, information technology, and education.

Constituent needs, market demands, and emerging challenges confronting students from low-socioeconomic backgrounds serve as important basis for the university's efforts to develop educational programs and improve student access to instruction. This statement can be found on the BSU website: <http://www.bowiestate.edu/about/AtAGlance/>

The College of Professional Studies

Mission Statement. The mission of the College of Professional Studies, which is congruent with the university's mission, is to provide an array of service-oriented educational programs that are guided by standards of excellence, as set forth by professional associations and accrediting organizations.

Goals. The offered by the College of Professional Studies academic programs empower students to become leaders by providing the foundations of essential theory and practice that prepare them for beginning roles in various service-oriented professions. Through interdisciplinary collaboration, students learn to value diversity, think critically, and integrate technology into their preparation for gainful employment or study at the graduate levels. The goals of the College of Professional Studies are as follows:

- Deliver competitive academic programs that ensure the integration of theory, practice, and technology;
- Facilitate students' achievement for time-to-degree;
- Enhance resources through external funding sources and partnerships;
- Initiate collaborative efforts to support faculty scholarship and research; and
- Implement programs that ensure optimal dissemination of information about the College of Professional Studies.

The Department of Social Work

History of The Department

The Department of Social Work was established in 1969 in response to the social service manpower needs in Prince George's County and the State of Maryland. The department was originally housed in the Department of Sociology and Anthropology. Thirty-two social work majors enrolled during the department's first semester. In a few short years, social work soon became one of the fastest growing programs at the university. By 1973, the department had one hundred seventy-eight (178) majors. The first Council of Social Work Education (CSWE) on-site accreditation visit was completed that same year.

In 1977, the program gained departmental status and has operated as such since 1986. At that time, several academic programs were being consolidated; and, consequently, the Department of Social Work was returned to its former program status. Eventually, Social Work was returned to department status in 1999.

In 1979, the Council of Social Work Education granted **the Department of Social Work** a seven-year *fully accredited* status, although revisions to the Human Behavior and Social Environment components were required over the course of the following two years. Within that two-year time frame, the requested changes were made and approved. In 1986, questions were raised by the Council about Social Work Research and Social Work Methods. The Council conducted a modified site visit and appropriate changes were made and approved.

The 1990s saw a steady increase in student enrollment and faculty development. In 1999, the **Department of Social Work** at BSU had an enrollment of approximately 140 students pursuing a fully accredited Bachelor of Science degree in social work. The Department sought reaffirmation in 2009 from the Council of Social Work Education and was granted full reaffirmation for its accreditation for the maximum period of eight (8) years.

Today, the Department of Social Work boasts seven full-time faculty members and six adjunct faculty members. Social work faculty members form a diverse group of highly trained and qualified professionals with a wide range of practical and academic experiences. The Department is currently housed on the third floor of **the James E. Proctor, Jr. Center**.

Mission Statement

The Department of Social Work's mission is consistent with that of the university and the College of Professional Studies. Specifically, the primary mission of the baccalaureate social work program at BSU is to offer a sound educational program that is designed to prepare students for entry-level generalist practice with diverse populations, graduate school, continued professional development, and lifelong learning. To this end, the program (a) fosters a respect for the cultural heritage and diversity of its students and their future clients, which is infused within the program courses; (b) emphasizes the significance of the holistic educational experience via classroom exchanges, volunteer experiences, mini practicum arrangements, and field placements; (c) offers a curriculum that draws its strength from an interdisciplinary liberal arts foundation; (d) educates students about the significance of research and theory through its myriad course offerings; and (e) seeks to produce service-oriented social work generalists who think critically, exhibit technological proficiency, and demonstrate competency related to generalist social work values, knowledge, and skills. The department measures this competency through the capstone field course, which utilizes community agencies, partnerships, and collaborations.

Goals

The goals of the **Department of Social Work** are derived from the mission statement. According to these aims, the department of social work at BSU will prepare graduates who will demonstrate the ability to do the following:

1. work effectively at the entry level with individuals, families, groups, communities, and organizations (Correlated Program Competencies 1, 2, 3,4, 5, 6, 7, 8 & 9).
2. engage effectively in continued education, professional development and lifelong learning (Correlated Program Competencies 1,2,3,4 &5).
3. effectively communicate with diverse populations that reflect the global community (Correlated Program Competencies1, 2, 3, 4,6,7,8 &9).

Program Competencies

The competencies of the Department of Social Work draw from the program's goals and speak to the department's expected learning outcomes. These aims are consistent with the competencies prescribed by the Council on Social Work Education's (CSWE). Specifically, the BSU Department of Social Work seeks to prepare graduates who are able to demonstrate the following:

- **Competency 1: Demonstrate Ethical and Professional Behavior**
 - make ethical decisions by applying the standards of the NASW Code of Ethics, relevant laws and regulations, models for ethical decision-making, ethical conduct of research, and additional codes of ethics as appropriate to context
 - use reflection and self-regulation to manage personal values and maintain professionalism in practice situations
 - demonstrate professional demeanor in behavior; appearance; and oral, written, and electronic communication
 - use technology ethically and appropriately to facilitate practice outcomes
 - use supervision and consultation to guide professional judgment and behavior
- **Competency 2: Engage Diversity and Difference in Practice**
 - apply and communicate understanding of the importance of diversity and difference in shaping life experiences in practice at the micro, mezzo, and macro levels
 - present themselves as learners and engage clients and constituencies as experts of their own experiences
 - apply self-awareness and self-regulation to manage the influence of personal biases and values in working with diverse clients and constituencies

- **Competency 3:** Advance Human Rights and Social, Economic, and Environmental Justice
 - apply their understanding of social, economic, and environmental justice to advocate for human rights at the individual and system levels
 - engage in practices that advance social, economic, and environmental justice
- **Competency 4:** Engage in Practice-informed Research and Research-informed Practice
 - use practice experience and theory to inform scientific inquiry and research
 - apply critical thinking to engage in analysis of quantitative and qualitative research methods and research findings
 - use and translate research evidence to inform and improve practice, policy, and service delivery
- **Competency 5:** Engage in Policy and Practice
 - identify social policy at the local, state, and federal level that impacts well-being, service delivery, and access to social services
 - assess how social welfare and economic policies impact the delivery of and access to social services
 - apply critical thinking to analyze, formulate, and advocate for policies that advance human rights and social, economic, and environmental justice
- **Competency 6:** Engage with Individuals, Families, Groups, Organizations, and Communities
 - apply knowledge of human behavior and the social environment, person-in-environment, and other multidisciplinary theoretical frameworks to engage with clients and constituencies

- use empathy, reflection, and interpersonal skills to effectively engage diverse clients and constituencies
- **Competency 7: Assess Individuals, Families, Groups, Organizations, and Communities**
 - apply knowledge of human behavior and the social environment, person-in-environment, and other multidisciplinary theoretical frameworks in the analysis of assessment data from clients and constituencies
 - develop mutually agreed-upon intervention goals and objectives based on the critical assessment of strengths, needs, and challenges within clients and constituencies
 - select appropriate intervention strategies based on the assessment, research knowledge, values, and preferences of clients and constituencies
- **Competency 8: Intervene with Individuals, Families, Groups, and Communities**
 - critically choose and implement interventions to achieve practice goals and enhance capacities of clients and constituencies
 - apply knowledge of human behavior and the social environment, person-in-environment, and other multidisciplinary theoretical frameworks in interventions selected for clients and constituencies;
 - use inter-professional collaboration, as appropriate, to achieve beneficial practice outcomes
 - negotiate, mediate, and advocate with and on behalf of diverse clients and constituencies
 - facilitate effective transitions and endings that advance mutually agreed-on goals
- **Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities**

- select and use appropriate methods for evaluating outcomes
- apply knowledge of human behavior and the social environment, person-in-environment, and other multidisciplinary theoretical frameworks in the evaluation of outcomes
- critically analyze, monitor, and evaluate intervention and program processes and outcomes
- apply evaluation findings to improve practice effectiveness at the micro, mezzo, and macro levels

The Generalist Model

A Definition of Generalist Practice

The BSU Department of Social Work defines generalist practice as entry level professional social work activities guided by the knowledge of and an ability to utilize a planned-change process effectively, in combination with a strength-based and ecological perspective, to assist clients and client systems with a variety of social problems. The Department of Social Work utilizes a generalist model (as an approach to undergraduate education) that incorporates a sound knowledge base in the areas of sociology, human behavior, psychology, political science, economics, social work methods, languages, and research. This foundation provides students with the knowledge and understanding necessary to acquire a wide variety of skills for utilization in entry-level jobs.

The generalist model incorporates and integrates various methodological approaches to practice regardless of whether services are provided to or on behalf of individual clients, families, groups, organizations, or communities. This model also prepares students to perform effectively and efficiently in a variety of roles within myriad social work and host settings.

The skills necessitated by the generalist model approach can be categorized into the following areas:

- positively using the professional self
- the observation of behavioral and environmental factors;
- establishing effective communication and developing a rapport with clients;
- understanding and becoming proficient in problem identification as an ongoing process;
- assessing client and client system behavior and the need and capacity for change;
- planning and implementing plans;

- evaluating service delivery outcomes and the need for system changes, especially as they relate to at-risk and oppressed populations; and
- appropriately participating in change efforts aimed at community and organizational development designed to improve service delivery.

Since the entry level student educated in the generalist model program cannot be expected to be a specialist in any area, the student must demonstrate a number of characteristics crucial to effective performance, including knowledge of self, awareness of personal limitations, skill in assessment, the ability to utilize community resources; and effective referral making. Students are expected to combine their knowledge based acquired skills with a commitment to the social work value systems specified in the NASW Code of Ethics.

LIBERAL ART GENERAL EDUCATION AND INSTITUTIONAL REQUIREMENTS

Core Area	Credit Hours	Discipline	Course Title
English Composition	6	ENGL 101 ENGL 102	Expository Writing Argument and Research
Arts and Humanities	6	COMM 101 PHIL 101	Oral Communications Introduction to Philosophy
Social Sciences	6	SOCI 101 HIST 114 or HIST 115	Introduction to Sociology African American History to 1865 or African American History since 1865
Sciences	8	BIOL 101 _____ _____	Biological Science with Laboratory and Science Elective with Laboratory
Mathematics	3	MATH 127	Introduction to Mathematical Ideas
Technology	3	COSC 110	Computer Literacy and Applications
Institutional Requirements	6	FRSE 101 HEED 102 or IDIS 210	Freshman Seminar Life and Health OR Contemporary Health Issues for Women

Social work majors are required to complete 3 specific courses (9 credit hours) under related requirements.

Note: Course requirements effective August, 2006.

GENERAL FOUR-YEAR CURRICULUM MATRIX*

<p>FRESHMAN YEAR <u>First Semester Courses</u></p> <p>BIOL 101 Biological Science COMM 101 Oral Communication ENGL 101 Expository Writing SOCI 101 Freshman Seminar FRSE 101 Introduction to Sociology</p> <p><u>Second Semester Courses</u></p> <p>COSC 110 Computer Literature & Application ENGL 102 Argument and Research MATH 127 Introduction to Math Ideas PSYC 101 General Psychology I SOWK 200 Intro to Profession</p>	<p>SOPHOMORE YEAR <u>First Semester Courses</u></p> <p>ENGL 210 Introduction to English Grammar OR ENGL 361 Technical and Report Writing HEED 102 Health and Wellness Elective OR IDIS 210 Contemp. Health Issues for Women HIST 114/115 Afro American History PHIL 101 Introduction to Philosophy Science Elective Science Elective with Lab</p> <p><u>Second Semester Courses</u></p> <p>ECON 211 Principles of Macroeconomics GOVT _____ Government Elective SOCI 409 Urban Problems SOWK 300 Stages of Development SPAN 101 *First Year Spanish I OR _____ Free Elective</p>
<p>JUNIOR YEAR <u>First Semester Courses</u></p> <p>SOWK 201 Social Welfare Policy I SOWK 301 Human Behavior & Social Environ. PSYC 204 Elem. Statistics in Psychology OR SOCI 309 Sociology SOCI 310 Race/Ethnic Relations SPAN 102 *First Year Spanish II OR CAAS 350 American Sign Language I</p> <p><u>Second Semester Courses</u></p> <p>SOWK 202 Social Welfare Policy II PSYC 410 Group Dynamics SOWK 400 Social Work Methods I SOCI 407 Rural Sociology SPAN 201 *Second Year Spanish I OR CAAS 351 American Sign Language II</p>	<p>SENIOR YEAR <u>First Semester Courses</u></p> <p>SOWK 302 Social Work Research SOWK 401 Social Work Methods II SOWK 402 Field Instruction I and Seminar SOWK 404 Social and Ethical Issues</p> <p><u>Second Semester Courses</u></p> <p>SOWK 403 Field Instruction II and Seminar SOWK _____ Social Work Elective SOWK _____ Social Work Elective SOWK _____ Social Work Elective</p>

* Class selection is determined by curriculum options. Students in Option I-Spanish curriculum enroll in Spanish courses. Students in Option II-American Sign Language curriculum enroll in American Sign Language courses.

Admission Criteria

The program has criteria used for admission to the social work program. Students may declare social work as a major upon acceptance to the university. Students are advised in the department of social work where they begin the admissions process at the end of completing the SOWK 200 (Introduction to Social Work) course each semester. The students requesting admissions into the social work department must meet the following criteria:

- Successfully complete SOWK 200 (Introduction to Social Work) with a minimum “C” grade;
- Overall GPA of 2.5;
- Receive and review the Department of Social Work Student Handbook, which contains the NASW Code of Ethics, University course requirements, and social work program requirements; and
- Follow the admissions procedure

The admission criteria is the same for transfer students.

Admission Procedures

The Department of Social Work follows the admission policy set forth by BSU. Students are encouraged to declare their majors during their freshman or sophomore year so that an advisor can be assigned and the curriculum can be followed, as outlined by the Department of Social Work. The department has instituted the following admission process for students:

1. Complete a social work application packet, which includes a request for the following:
 - a. a complete application form,
 - b. an autobiographical summary (refer to application for instructions),
 - c. two reference letters (one academic and one personal), and
 - d. copies of all transcripts (if applicable).
2. Document a cumulative grade point average of 2.5; consideration will be given to a lessor grade point average.

3. Receive and review the Department of Social Work Student Handbook, which contains the National Association of Social Workers' (NASW) Code of Ethics, university course requirements, and the **Department of Social Work program requirements**.
4. Interview with the Department of Social Work's Admission and Retention Committee.

After the student has completed this process, a letter is sent to the student detailing his/her admission status. Upon gaining admission to the BSU **Department of Social Work**, students transferring from a Council of Social Work Education (CSWE) accredited social work program are given credits for social work courses successfully completed; however, the department does not grant course credit for field and social work methods courses or for life experience or previous work experience (for more information, see "Transfer Credits" below). If a student is denied admission, the student is informed of options, including an appeal process.

Field Instruction

Ten hours of Field Instruction and Seminar are included in the forty-six credit hours of social work courses required for the baccalaureate degree. *All social work majors are required to complete Field Instruction with a grade of "C" or better.* Field Instruction provides students with an opportunity to apply their social work knowledge, skills, and values in an agency setting. The course is designed to help students develop the skills necessary for entry-level professional social work practice. Students enroll in Field Instruction during the first semester of their senior year.

Prerequisites for field placement include the following Social Work courses, each of which must be completed with a grade of "C" or better:

- Introduction to the Profession of Social Work (SOWK 200),
- Social Welfare Policy I (SOWK 201),
- Social Welfare Policy II (SOWK 202),
- Stages of Development (SOWK 300),
- Human Behavior and the Social Environment (SOWK 301), and
- Social Work Methods I (SOWK 400).

All general education and institutional requirements must be completed before applying for field placement, and ENGL 101 and ENGL 102 must be completed with a C or better.

During the second semester of their junior year, students apply for admission to the Field Instruction course. The application for admission is obtained from the Director of Field. Once the application and accompanying information are submitted, students participate in interviews with the director of field and field liaison (if a second member is needed). The purpose of the interview is to review field instruction requirements; clarify information on the application; assess the student's readiness for field placement; and provide the student with an opportunity to ask questions and share concerns. The field instruction coordinator notifies students of the outcome of the application process. The student will not be interviewed for field placement if the field application is not submitted by the established deadline.

Once accepted for field instruction, students must contact the agency to which he/she has been assigned to schedule an interview to meet with the prospective field instructor. The department makes every effort to place students in agencies that meet students' specific interests and learning needs; however, students must be flexible and willing to consider alternative opportunities. Each student will be in field placement for two consecutive semesters and must complete a minimum of 16 clock hours per week (or 200 clock hours per semester). The Field Instruction Manual, which each student receives when enrolling in the Field Instruction course, provides specific requirements for the field practicum experience. Students must continue working in field placement agency until the formal end of the semester whether they have fulfilled minimum required hours (200).

Students must have some daytime availability for field placement without daytime availability, the director of field may not be able to place a student.

The field placement agency sets specific hours of field instruction based upon their hours of operation. Most social services agencies in the region operate from 8:15am to 4:45pm or from 8:30am to 5:00pm. However, some students are placed at agencies where there may be evening and/or weekend hours available.

Grading System

The Department of Social Work adheres to the university's grading system. The following is a description of the criteria used in assigning letter grades:

100 – 90	—	A – 4.0	—	Superior
89 – 80	—	B – 3.0	—	Above Average
79 – 70	—	C – 2.0	—	Average
69 – 60	—	D – 1.0	—	Below Average
Below 60	—	F – 0.0	—	Failure



Department of Social Work

Minimum grades that will be accepted for courses listed below:

D	BIOL 101 <i>Biological Science</i>	D	GOVT 283 <i>Urban Politics & Policy Analysis</i>	C	Sign Option CAAS 350 <i>Sign Language I</i>
D	_____ <i>Science Elective with Lab (except course in Biology)</i>	C	HEED 102 <i>Health & Wellness Elective</i>	C	Sign Option CAAS 351 <i>Sign Language II</i>
C	COMM 101 <i>Oral Communication</i>	C	HIST 114 <i>African-American History to 1865</i> or HIST 115 <i>African-American History since 1865</i>	C	SIGN OPTION _____ <i>Free General Education Elective (Sign Language Program)</i>
C	COSC 110 <i>Computer Literacy & Application</i>	C	MATH 99 <i>Remedial Math</i>	C	SOCI 101 <i>Introduction to Sociology</i>
D	ECON 211 <i>Principles of Macroeconomics</i>	D	MATH 127 <i>Intro to Mathematical Ideas</i>	C	SOCI 310 <i>Race/Ethnic Relations</i>
C	ENGL 100 <i>Remedial English</i>	C	PHIL 101 <i>Introduction to Philosophy</i>	C	SOCI 407 <i>Rural Sociology</i>
C	ENGL 101 <i>Composition & Literature I</i>	C	PSYC 101 <i>General Psychology I</i>	C	SOCI 409 <i>Urban Problems</i>
C	ENGL 102 <i>Composition & Literature II</i>	D	PSYC 204/SOCI 309 <i>Elementary Statistic in Psychology or Sociology</i>	C	SPAN 303 <i>Spanish for Health Care Personnel (Spanish Program)</i>
D	ENGL 210 <i>Intro to English Grammar or</i> ENGL 361 <i>Technical and Support Writing</i>	C	PSYC 410 <i>Group Dynamics</i>	C	SPAN 405 <i>Advanced Comp for Health Personnel</i>
C	FRSE 101 <i>Freshman Seminar</i>	C	READ 100 <i>Remedial Reading</i>	C	SPAN 430 <i>Open Seminar in Hispanic Literature or</i>

All SOCIAL WORK courses must have a minimum grade of a "C".

Advisement

Social work majors are assigned an advisor from the social work faculty. The advisement list is posted in the reception area of the Department of Social Work offices and in the social work student reading room (JEP 335). Faculty advisors are available to meet with students during regularly scheduled office hours which are posted outside of faculty advisors' offices, in the student reading room, and on social work bulletin boards. Students are encouraged to establish regularly scheduled appointments with their advisors.

All social work faculty members have access to computers with the university advisement system, which provides them with access to students' academic records and facilitates accuracy in advisement. The system also keeps the student and the advisor abreast of the student's progress towards the completion of the required course work. In addition to academic advisement, faculty advisors are available to provide career guidance and can make referrals to the university counseling center or community resources for students experiencing personal challenges.

Students should meet with their advisors during the pre-registration and registration processes to ensure that (1) courses are being taken in the proper sequence and (2) students can realistically acquire the minimum number of credits required for graduation. Students should also meet with their advisors periodically throughout the academic year to inform advisors of their progress. Part time and commuting students who have limited time to meet directly with faculty during scheduled office hours can maintain contact with their advisors by special appointment, e-mail, and voice mail.

Transfer Credits

The Department of Social Work has established written policies and procedures concerning the transfer of credits. After a student has been approved for admission to BSU, an admissions counselor evaluates the student's courses and provides the student and **the Department of Social Work** with a transfer evaluation document, which identifies the specific courses accepted in lieu of comparable courses at BSU. The Chairperson of the Department of Social Work or a faculty member may further evaluate courses that were not designated as transferable by using course syllabi and/or the university catalog information from the transfer institution to make a determination regarding additional transfer credits. The **Department of Social Work** Chairperson then submits a letter to the Registrar's Office documenting which additional courses satisfy curriculum requirements for the department.

Transferable credits count towards graduation; however, only credits earned at BSU are used to compute the grade point average (GPA) for graduation. Classes in which students earned grades of “D” or lower from institutions outside of the State of Maryland are not transferable to BSU. No more than two academic grades of “D” are acceptable in courses from accredited Maryland institutions, with the exception of English Composition, Oral Communication, and courses in the student’s major. Courses in which students earn a grade of “F” at BSU may not be repeated at other institutions for the purpose of increasing one’s GPA at BSU, since only credits, not grade points, earned in courses at other institutions are transferable.

As mentioned previously, field and social work method courses are not accepted as transfer courses, and social work credit is not granted for life experience or previous work experience. Additionally, **the Department of Social Work** does not accept social work course credits from community colleges or unaccredited social work programs at another institution.

Retention Policies

The Department of Social Work strives to ensure that all students in the department have a successful and rewarding academic career at BSU by offering qualified instruction and a highly coordinated program of study. As mentioned previously, faculty advisors are available to meet with students during regularly scheduled office hours, and **the university offers a wide range of support services for students with special needs and interests.**

Student Services

Students with special needs resulting from documented disabilities who think they might qualify for services under the American with Disabilities Act should contact the Disability Support Services, located on the basement of the Thurgood Marshall Library, 301-860-4067.

Writing Center

The Writing Center at Smith Vidal Literacy and Language Center helps all Bowie State University students through any stage of the writing process. The Writing Center also operates a computer lab where students can use computers and print. Need help with a writing assignment or paper?

Here’s how:

- Log onto www.bowiestate.mywconline.com

- Make an appointment with a writing consultant in an available 1-hour block
- Come to the Writing Center with your assignment, your draft, and your questions
- Get help with brainstorming, thesis writing, outlining, revising, citing, and more!

The Writing Center is located in Room 204 of the MLK Building. For more information, contact us at (301) 860-3720, writingcenter@bowiestate.edu, or visit www.bowiestate.edu/writingcenter.

Counseling services

To receive assistance, call Counseling Services at 301-860-4164 or visit the Third Floor of the Martin Luther King, Jr. Bldg. to schedule an initial appointment. Walk-in or emergency appointments are also available. Counseling services are free to BSU students. The office is open Monday through Friday from 8 a.m.-6 p.m. Evening hours may be scheduled by appointment. If you are unable to keep an appointment, please notify your counselor as soon as possible. In an emergency after 6 p.m. or on weekends, please contact Campus Police at 301-860-4040.

Termination from the Department of Social Work

Social work majors need to receive a final grade of “C” or better in all major courses beginning with the course prefix “SOWK.” If a student receives a final grade of “D” or “F” in any major course, they will be permitted to reenroll in the course when it is offered. However, to receive permission from the department to reenroll, students must meet with their advisor and discuss signing up for academic support with the College of Professional Studies Retention Coordinator to increase the chances that they will successfully pass the course the second time. If a student reenrolls in such a course and again receives a final grade of “D” or “F,” the student will be terminated from the program.

Additionally, after attempting 45 or more credits, any student whose cumulative grade point average is between 1.6 and 1.8 (for two consecutive semesters) is automatically dismissed by the university, and therefore, terminated from **the Department of Social Work**.

In addition to academic difficulties, after the careful review from Chair, students can also be terminated from the Department of Social Work program for the following reasons:

- plagiarism/cheating **OR**
- inappropriate behavior in the classroom, field placement, and/or community that is contrary to the NASW Code of Ethics.

Appeals/Grievance Procedures

The Grievance Committee is a standing **body that** reviews and makes recommendations **about** formal complaints ranging from grading in academic courses **or challenges** in field instruction, **to** student/faculty relationships and violations of the NASW Code of Ethics. The grievance process begins with a written complaint that is submitted to the Chairperson of the Department of Social Work, who evaluates the complaint. Prior to making a decision about the disposition of the complaint, the chairperson will meet with the involved parties. If the matter cannot be resolved through this meeting, the chairperson advises the concerned parties to consider a referral to the Grievance Committee.

The chairperson convenes the Department of Social Work’s Grievance Committee and provides all available documentation for their review. After the committee reviews all relevant documents and meets with the involved parties, members forward their recommendations to the

department chairperson, who renders a decision. Involved parties may appeal to the Dean of the School of Professional Studies, whose final decision is binding.

Student Organizations

There are several opportunities within the Department of Social Work for students to enhance and cultivate leadership skills. The following activities allow students to become involved in campus life activities and community outreach:

The Social Work Club. The Social Work Club is a student-led organization for social work majors with an advisor from the social work faculty. The club is involved in community outreach and campus life activities throughout the academic year. Student officers coordinate the work of the Social Work Club, which plans and implements service projects, fundraisers, cultural activities, and social work related forums both on and off campus, and distributes a departmental newsletter (*The Advocates*). The Social Work Club also plans and coordinates activities for Social Work Month. Participation at some level in club activities is required for all declared majors, but membership is open to all students who are considering becoming social work majors.

Phi Alpha Honor Society. On April 21, 1998, the Eta Lambda Chapter of Pi Alpha Honor Society for social work students was chartered at BSU. The purpose of the National Social Work Honor Society is to promote academic excellence in social work related disciplines, to encourage the idea of service to humanity, and to stimulate research in social welfare.

To be eligible for membership in Phi Alpha, a student must be a social work major and must have achieved junior status, completed 77 semester hours or more at BSU, and completed 12 credits or more of required social work courses. In addition, the student must complete an advisor-approved service project. Last, candidates must have earned an overall minimum GPA of 3.0 and achieved at least a 3.25 GPA in required social work courses.

Spanish Club. All social work students selecting Spanish as their option in the program are required to attend meetings of the Spanish Club, where students and the faculty liaison immerse themselves in conversational Spanish and participate in local activities that promote their understanding of Latino language and culture. All students are encouraged to participate in a Latino activity where they practice their language skills.

Other Social Work Organizations Available to Students. Although there is not a student chapter of the National Association of Social Workers (NASW) or the National Association of Black Social Workers (NABSW) on BSU's campus, students are encouraged to join these professional organizations through the local chapters. Faculty coordinates student participation in the national and local conferences of these organizations and occasionally hosts local meetings on the university campus.

Financial Aid and Scholarships

Students are encouraged to apply for federal, state, and local grants, loans and scholarships. The Elizabeth Thomas Opportunity Scholarship is available through the Department of Social Work. Applications for the scholarship are available in the Financial Aid Department. Students are also encouraged to apply for the Board of Regents Outstanding Scholar Award, the Presidential Scholarship, the Bowie State University General Scholarship, and the Alumni Chapter Scholarship Award. Specific information about these and other financial awards and loans can be found in the current university catalog.

FREQUENTLY ASKED QUESTIONS

1. WHERE IS THE DEPARTMENT OF SOCIAL WORK LOCATED?

The Department of Social Work is located on the 3rd floor of the James E. Proctor, Jr. Center (JEP 330, 331A-331K).

2. CAN I WORK FULL TIME AND COMPLETE THE SOCIAL WORK DEGREE REQUIREMENTS?

Some students are employed full-time. However, students must be available to take the necessary courses, and complete 16 hours each week of field instruction during their senior year. Consult a social work faculty member regarding your specific circumstances.

3. ARE SOCIAL WORK COURSES OFFERED IN THE EVENINGS AND ON WEEKENDS?

Each semester, three or more required courses and some electives are offered from 4:55 - 7:20 p.m. on weekday evenings. There are no social work course offerings on weekends.

4. IS SOCIAL WORK A GROWING PROFESSION?

Yes, it is! Social workers are employed in a variety of settings, including hospitals, public welfare agencies, public and private schools, family service agencies, churches, and court systems. The profession has expanded significantly in recent years, as social workers now serve as lobbyists, administrators, professors, private practitioners, family therapists, martial therapists, art therapists, community organizers, policy makers, and politicians.

5. WHAT IS THE DIFFERENCE BETWEEN A “BS” AND AN “MSW” DEGREE?

A "BS" is a Bachelor of Science degree with a major in Social Work and is obtained at the undergraduate level. An "MSW" is a Master's in Social Work and is obtained at the graduate level. In addition to these two social work degrees, a "DSW," Doctorate in Social Work, or a "PhD," Doctor of Philosophy, may be earned by pursuing further graduate study in the field of social work. The MSW is the terminal degree in Social Work.

6. AFTER I GET MY DEGREE, DO I HAVE TO BECOME LICENSED?

Most states now require social workers with undergraduate and/or graduate degrees to obtain a social work license. A license is obtained by submitting necessary paperwork, meeting certain requirements, and passing a test to become either an LSWA (Licensed Social Work Associate),* LGSW (Licensed Graduate Social Worker),** or LCSW (Licensed Certified Social Worker).** Individuals can obtain information about social work licensure from the Board of Social Work Examiners in the state in which they plan to pursue their career.

7. WHAT ARE THE PROFESSIONAL ORGANIZATIONS FOR SOCIAL WORKERS?

The primary social work organizations are the National Association of Social Workers (NASW), National Association of Black Social Workers (NABSW), National Association of Puerto Rican Hispanic Social Workers (NAPRHSW) You are encouraged to join these associations while you are a student to assist you in becoming socialized into the profession. Speakers and conferences sponsored by NASW and NABSW will be available to you during your time in the social work program.

****Undergraduate degree in social work required***

***** Graduate degree in social work required.***

NABSW Code of Ethics

National Association of Black Social Workers

Code of Ethics

In America today, no Black person, except the selfish or irrational, can claim neutrality in the quest for Black liberation nor fail to consider the implications of the events taking place in our society. Given the necessity for committing ourselves to the struggle for freedom, we as Black Americans practicing in the field of social welfare, set forth this statement of ideals and guiding principles.

If a sense of community awareness is a precondition to humanitarian acts, then we as Black social workers must use our knowledge of the Black community, our commitments to its determination, and our helping skills for the benefit of Black people as we marshal our expertise to improve the quality of life of Black people. Our activities will be guided by our Black consciousness, our determination to protect the security of the Black community, and to serve as advocates to relieve suffering of Black people by any means necessary.

Therefore, as Black social workers we commit ourselves, collectively, to the interests of our Black brethren and as individuals subscribe to the following statements:

I regard as my primary obligation the welfare of the Black individual, Black family, and Black community and will engage in action for improving social conditions.

I give precedence to this mission over my personal interest.

I adopt the concept of a Black extended family and embrace all Black people as my brothers and sisters, making no distinction between their destiny and my own.

I hold myself responsible for the quality and extent of service I perform and the quality and extent of service performed by the agency or organization in which I am employed, as it relates to the Black community.

I accept the responsibility to protect the Black community against unethical and hypocritical practice by any individual or organizations engaged in social welfare activities.

I stand ready to supplement my paid or professional advocacy with voluntary service in the Black public interest.

I will consciously use my skills, and my whole being as an instrument for social change, with particular attention directed to the establishment of Black social institutions.

NASW Code of Ethics



Code of Ethics

of the National Association of Social Workers

Approved by the 1996 NASW Delegate Assembly and revised by the 1999 NASW Delegate

Assembly

Preamble

The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. A historic and defining feature of social work is the profession's focus on individual well-being in a social context and the well-being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living.

Social workers promote social justice and social change with and on behalf of clients. "Clients" is used inclusively to refer to individuals, families, groups, organizations, and communities. Social workers are sensitive to cultural and ethnic diversity and strive to end discrimination, oppression, poverty, and other forms of social injustice. These activities may be in the form of direct practice, community organizing, supervision, consultation, administration, advocacy, social and political action, policy development and implementation, education, and research and evaluation. Social workers seek to enhance the capacity of people to address their own needs. Social workers also seek to promote the responsiveness of organizations, communities, and other social institutions to individuals' needs and social problems.

The mission of the social work profession is rooted in a set of core values. These core values, embraced by social workers throughout the profession's history, are the foundation of social work's unique purpose and perspective:

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

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

Purpose of the NASW Code of Ethics

Professional ethics are at the core of social work. The profession has an obligation to articulate its basic values, ethical principles, and ethical standards. The *NASW Code of Ethics* sets forth these values, principles, and standards to guide social workers' conduct. The *Code* is relevant to all social workers and social work students, regardless of their professional functions, the settings in which they work, or the populations they serve.

The *NASW Code of Ethics* serves six purposes:

1. The *Code* identifies core values on which social work's mission is based.
2. The *Code* summarizes broad ethical principles that reflect the profession's core values and establishes a set of specific ethical standards that should be used to guide social work practice.
3. The *Code* is designed to help social workers identify relevant considerations when professional obligations conflict or ethical uncertainties arise.
4. The *Code* provides ethical standards to which the general public can hold the social work profession accountable.
5. The *Code* socializes practitioners new to the field to social work's mission, values, ethical principles, and ethical standards.
6. The *Code* articulates standards that the social work profession itself can use to assess whether social workers have engaged in unethical conduct. NASW has formal procedures to adjudicate ethics complaints filed against its members.* In subscribing to this *Code*, social workers are required to cooperate in its implementation, participate in NASW adjudication proceedings, and abide by any NASW disciplinary rulings or sanctions based on it.

*For information on NASW adjudication procedures, see *NASW Procedures for the Adjudication of Grievances*.

The *Code* offers a set of values, principles, and standards to guide decision making and conduct when ethical issues arise. It does not provide a set of rules that prescribe how social workers should act in all situations. Specific applications of the *Code* must take into account the context in which it is being considered and the possibility of conflicts among the *Code*'s values, principles, and standards. Ethical responsibilities flow from all human relationships, from the personal and familial to the social and professional.

Further, the *NASW Code of Ethics* does not specify which values, principles, and standards are most important and ought to outweigh others in instances when they conflict. Reasonable differences of opinion can and do exist among social workers with respect to the ways in which values, ethical principles, and ethical standards should be rank ordered when they conflict. Ethical decision making in a given situation

must apply the informed judgment of the individual social worker and should also consider how the issues would be judged in a peer review process where the ethical standards of the profession would be applied.

Ethical decision making is a process. There are many instances in social work where simple answers are not available to resolve complex ethical issues. Social workers should take into consideration all the values, principles, and standards in this *Code* that are relevant to any situation in which ethical judgment is warranted. Social workers' decisions and actions should be consistent with the spirit as well as the letter of this *Code*.

In addition to this *Code*, there are many other sources of information about ethical thinking that may be useful. Social workers should consider ethical theory and principles generally, social work theory and research, laws, regulations, agency policies, and other relevant codes of ethics, recognizing that among codes of ethics social workers should consider the *NASW Code of Ethics* as their primary source. Social workers also should be aware of the impact on ethical decision making of their clients' and their own personal values and cultural and religious beliefs and practices. They should be aware of any conflicts between personal and professional values and deal with them responsibly. For additional guidance social workers should consult the relevant literature on professional ethics and ethical decision making and seek appropriate consultation when faced with ethical dilemmas. This may involve consultation with an agency-based or social work organization's ethics committee, a regulatory body, knowledgeable colleagues, supervisors, or legal counsel.

Instances may arise when social workers' ethical obligations conflict with agency policies or relevant laws or regulations. When such conflicts occur, social workers must make a responsible effort to resolve the conflict in a manner that is consistent with the values, principles, and standards expressed in this *Code*. If a reasonable resolution of the conflict does not appear possible, social workers should seek proper consultation before making a decision.

The *NASW Code of Ethics* is to be used by NASW and by individuals, agencies, organizations, and bodies (such as licensing and regulatory boards, professional liability insurance providers, courts of law, agency boards of directors, government agencies, and other professional groups) that choose to adopt it or use it as a frame of reference. Violation of standards in this *Code* does not automatically imply legal liability or violation of the law. Such determination can only be made in the context of legal and judicial proceedings. Alleged violations of the *Code* would be subject to a peer review process. Such processes are generally separate from legal or administrative procedures and insulated from legal review or proceedings to allow the profession to counsel and discipline its own members.

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which professionals aspire and by which their actions can be judged. Social workers' ethical behavior should result from their personal commitment to engage in ethical practice. The *NASW Code of Ethics* reflects the commitment of all social workers to uphold the profession's values and to act ethically.

Principles and standards must be applied by individuals of good character who discern moral questions and, in good faith, seek to make reliable ethical judgments.

Ethical Principles

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

Value: *Service*

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

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

Value: *Social Justice*

Ethical Principle: *Social workers challenge social injustice.*

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

Value: *Dignity and Worth of the Person*

Ethical Principle: *Social workers respect the inherent dignity and worth of the person.*

Social workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Social workers promote clients' socially responsible self-determination. Social workers seek to enhance clients' capacity and opportunity to change and to address their own needs. Social workers are cognizant of their dual responsibility to clients and to the broader society. They seek to resolve conflicts between clients' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession.

Value: *Importance of Human Relationships*

Ethical Principle: *Social workers recognize the central importance of human relationships.*

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

Value: *Integrity*

Ethical Principle: *Social workers behave in a trustworthy manner.*

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

Value: *Competence*

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

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

Ethical Standards

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

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

1. Social Workers' Ethical Responsibilities to Clients

1.01 Commitment to Clients

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

1.02 Self-Determination

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

1.03 Informed Consent

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

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

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

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

(e) Social workers who provide services via electronic media (such as computer, telephone, radio, and television) should inform recipients of the limitations and risks associated with such services.

(f) Social workers should obtain clients' informed consent before audiotaping or videotaping clients or permitting observation of services to clients by a third party.

1.04 Competence

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

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

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

1.05 Cultural Competence and Social Diversity

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

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

(c) Social workers should obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability.

1.06 Conflicts of Interest

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

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

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

(d) When social workers provide services to two or more people who have a relationship with each other (for example, couples, family members), social workers should clarify with all parties which individuals will

be considered clients and the nature of social workers' professional obligations to the various individuals who are receiving services. Social workers who anticipate a conflict of interest among the individuals receiving services or who anticipate having to perform in potentially conflicting roles (for example, when a social worker is asked to testify in a child custody dispute or divorce proceedings involving clients) should clarify their role with the parties involved and take appropriate action to minimize any conflict of interest.

1.07 Privacy and Confidentiality

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

(b) Social workers may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.

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

(d) Social workers should inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether social workers disclose confidential information on the basis of a legal requirement or client consent.

(e) Social workers should discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. Social workers should review with clients circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the social worker-client relationship and as needed throughout the course of the relationship.

(f) When social workers provide counseling services to families, couples, or groups, social workers should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. Social workers should inform participants in family, couples, or group counseling that social workers cannot guarantee that all participants will honor such agreements.

- (g) Social workers should inform clients involved in family, couples, marital, or group counseling of the social worker's, employer's, and agency's policy concerning the social worker's disclosure of confidential information among the parties involved in the counseling.
- (h) Social workers should not disclose confidential information to third-party payers unless clients have authorized such disclosure.
- (i) Social workers should not discuss confidential information in any setting unless privacy can be ensured. Social workers should not discuss confidential information in public or semipublic areas such as hallways, waiting rooms, elevators, and restaurants.
- (j) Social workers should protect the confidentiality of clients during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders social workers to disclose confidential or privileged information without a client's consent and such disclosure could cause harm to the client, social workers should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.
- (k) Social workers should protect the confidentiality of clients when responding to requests from members of the media.
- (l) Social workers should protect the confidentiality of clients' written and electronic records and other sensitive information. Social workers should take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access.
- (m) Social workers should take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information should be avoided whenever possible.
- (n) Social workers should transfer or dispose of clients' records in a manner that protects clients' confidentiality and is consistent with state statutes governing records and social work licensure.
- (o) Social workers should take reasonable precautions to protect client confidentiality in the event of the social worker's termination of practice, incapacitation, or death.
- (p) Social workers should not disclose identifying information when discussing clients for teaching or training purposes unless the client has consented to disclosure of confidential information.
- (q) Social workers should not disclose identifying information when discussing clients with consultants unless the client has consented to disclosure of confidential information or there is a compelling need for such disclosure.

(r) Social workers should protect the confidentiality of deceased clients consistent with the preceding standards.

1.08 Access to Records

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

(b) When providing clients with access to their records, social workers should take steps to protect the confidentiality of other individuals identified or discussed in such records.

1.09 Sexual Relationships

(a) Social workers should under no circumstances engage in sexual activities or sexual contact with current clients, whether such contact is consensual or forced.

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

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

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

1.10 Physical Contact

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

1.11 Sexual Harassment

Social workers should not sexually harass clients. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

1.12 Derogatory Language

Social workers should not use derogatory language in their written or verbal communications to or about clients. Social workers should use accurate and respectful language in all communications to and about clients.

1.13 Payment for Services

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

(b) Social workers should 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 social workers' relationships with clients. Social workers should explore and may participate in bartering only in very limited circumstances when it can be demonstrated that such arrangements are an accepted practice among professionals in the local community, considered to be essential for the provision of services, negotiated without coercion, and entered into at the client's initiative and with the client's informed consent. Social workers who accept goods or services from clients as payment for professional services assume the full burden of demonstrating that this arrangement will not be detrimental to the client or the professional relationship.

(c) Social workers should not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services through the social workers' employer or agency.

1.14 Clients Who Lack Decision-Making Capacity

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

1.15 Interruption of Services

Social workers should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocation, illness, disability, or death.

1.16 Termination of Services

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

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

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

(d) Social workers should not terminate services to pursue a social, financial, or sexual relationship with a client.

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

(f) Social workers who are leaving an employment setting should inform clients of appropriate options for the continuation of services and of the benefits and risks of the options.

2. Social Workers' Ethical Responsibilities to Colleagues

2.01 Respect

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

(b) Social workers should avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, and mental or physical disability.

(c) Social workers should cooperate with social work colleagues and with colleagues of other professions when such cooperation serves the well-being of clients.

2.02 Confidentiality

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

2.03 Interdisciplinary Collaboration

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

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

2.04 Disputes Involving Colleagues

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

(b) Social workers should not exploit clients in disputes with colleagues or engage clients in any inappropriate discussion of conflicts between social workers and their colleagues.

2.05 Consultation

(a) Social workers should seek the advice and counsel of colleagues whenever such consultation is in the best interests of clients.

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

(c) When consulting with colleagues about clients, social workers should disclose the least amount of information necessary to achieve the purposes of the consultation.

2.06 Referral for Services

(a) Social workers should refer clients to other professionals when the other professionals' specialized knowledge or expertise is needed to serve clients fully or when social workers believe that they are not being effective or making reasonable progress with clients and that additional service is required.

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

(c) Social workers are prohibited from giving or receiving payment for a referral when no professional service is provided by the referring social worker.

2.07 Sexual Relationships

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

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

2.08 Sexual Harassment

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

2.09 Impairment of Colleagues

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

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

2.10 Incompetence of Colleagues

(a) Social workers who have direct knowledge of a social work colleague's incompetence should consult with that colleague when feasible and assist the colleague in taking remedial action.

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

2.11 Unethical Conduct of Colleagues

(a) Social workers should take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues.

(b) Social workers should be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. Social workers should be familiar with national, state, and local procedures for handling ethics complaints. These include policies and procedures created by NASW, licensing and regulatory bodies, employers, agencies, and other professional organizations.

(c) Social workers who believe that a colleague has acted unethically should seek resolution by discussing their concerns with the colleague when feasible and when such discussion is likely to be productive.

(d) When necessary, social workers who believe that a colleague has acted unethically should take action through appropriate formal channels (such as contacting a state licensing board or regulatory body, an NASW committee on inquiry, or other professional ethics committees).

(e) Social workers should defend and assist colleagues who are unjustly charged with unethical conduct.

3. Social Workers' Ethical Responsibilities in Practice Settings

3.01 Supervision and Consultation

(a) Social workers who provide supervision or consultation should have the necessary knowledge and skill to supervise or consult appropriately and should do so only within their areas of knowledge and competence.

(b) Social workers who provide supervision or consultation are responsible for setting clear, appropriate, and culturally sensitive boundaries.

(c) Social workers should not engage in any dual or multiple relationships with supervisees in which there is a risk of exploitation of or potential harm to the supervisee.

(d) Social workers who provide supervision should evaluate supervisees' performance in a manner that is fair and respectful.

3.02 Education and Training

(a) Social workers who function as educators, field instructors for students, or trainers should provide instruction only within their areas of knowledge and competence and should provide instruction based on the most current information and knowledge available in the profession.

(b) Social workers who function as educators or field instructors for students should evaluate students' performance in a manner that is fair and respectful.

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

(d) Social workers who function as educators or field instructors for students should not engage in any dual or multiple relationships with students in which there is a risk of exploitation or potential harm to the student. Social work educators and field instructors are responsible for setting clear, appropriate, and culturally sensitive boundaries.

3.03 Performance Evaluation

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

3.04 Client Records

(a) Social workers should take reasonable steps to ensure that documentation in records is accurate and reflects the services provided.

(b) Social workers should include sufficient and timely documentation in records to facilitate the delivery of services and to ensure continuity of services provided to clients in the future.

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

(d) Social workers should store records following the termination of services to ensure reasonable future access. Records should be maintained for the number of years required by state statutes or relevant contracts.

3.05 Billing

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

3.06 Client Transfer

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

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

3.07 Administration

(a) Social work administrators should advocate within and outside their agencies for adequate resources to meet clients' needs.

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

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

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

3.08 Continuing Education and Staff Development

Social work administrators and supervisors should take reasonable steps to provide or arrange for continuing education and staff development for all staff for whom they are responsible. Continuing education and staff development should address current knowledge and emerging developments related to social work practice and ethics.

3.09 Commitments to Employers

(a) Social workers generally should adhere to commitments made to employers and employing organizations.

(b) Social workers should work to improve employing agencies' policies and procedures and the efficiency and effectiveness of their services.

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

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

(e) Social workers should act to prevent and eliminate discrimination in the employing organization's work assignments and in its employment policies and practices.

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

(g) Social workers should be diligent stewards of the resources of their employing organizations, wisely conserving funds where appropriate and never misappropriating funds or using them for unintended purposes.

3.10 Labor-Management Disputes

(a) Social workers may engage in organized action, including the formation of and participation in labor unions, to improve services to clients and working conditions.

(b) The actions of social workers who are involved in labor-management disputes, job actions, or labor strikes should be guided by the profession's values, ethical principles, and ethical standards. Reasonable differences of opinion exist among social workers concerning their primary obligation as professionals during an actual or threatened labor strike or job action. Social workers should carefully examine relevant issues and their possible impact on clients before deciding on a course of action.

4. Social Workers' Ethical Responsibilities as Professionals

4.01 Competence

(a) Social workers should accept responsibility or employment only on the basis of existing competence or the intention to acquire the necessary competence.

(b) Social workers should strive to become and remain proficient in professional practice and the performance of professional functions. Social workers should critically examine and keep current with

emerging knowledge relevant to social work. Social workers should routinely review the professional literature and participate in continuing education relevant to social work practice and social work ethics.

(c) Social workers should base practice on recognized knowledge, including empirically based knowledge, relevant to social work and social work ethics.

4.02 Discrimination

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

4.03 Private Conduct

Social workers should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

4.04 Dishonesty, Fraud, and Deception

Social workers should not participate in, condone, or be associated with dishonesty, fraud, or deception.

4.05 Impairment

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

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

4.06 Misrepresentation

(a) Social workers should make clear distinctions between statements made and actions engaged in as a private individual and as a representative of the social work profession, a professional social work organization, or the social worker's employing agency.

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

(c) Social workers should ensure that their representations to clients, agencies, and the public of professional qualifications, credentials, education, competence, affiliations, services provided, or results to

be achieved are accurate. Social workers should claim only those relevant professional credentials they actually possess and take steps to correct any inaccuracies or misrepresentations of their credentials by others.

4.07 Solicitations

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

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

4.08 Acknowledging Credit

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

(b) Social workers should honestly acknowledge the work of and the contributions made by others.

5. Social Workers' Ethical Responsibilities to the Social Work Profession

5.01 Integrity of the Profession

(a) Social workers should work toward the maintenance and promotion of high standards of practice.

(b) Social workers should uphold and advance the values, ethics, knowledge, and mission of the profession. Social workers should protect, enhance, and improve the integrity of the profession through appropriate study and research, active discussion, and responsible criticism of the profession.

(c) Social workers should contribute time and professional expertise to activities that promote respect for the value, integrity, and competence of the social work profession. These activities may include teaching, research, consultation, service, legislative testimony, presentations in the community, and participation in their professional organizations.

(d) Social workers should contribute to the knowledge base of social work and share with colleagues their knowledge related to practice, research, and ethics. Social workers should seek to contribute to the profession's literature and to share their knowledge at professional meetings and conferences.

(e) Social workers should act to prevent the unauthorized and unqualified practice of social work.

5.02 Evaluation and Research

- (a) Social workers should monitor and evaluate policies, the implementation of programs, and practice interventions.
- (b) Social workers should promote and facilitate evaluation and research to contribute to the development of knowledge.
- (c) Social workers should critically examine and keep current with emerging knowledge relevant to social work and fully use evaluation and research evidence in their professional practice.
- (d) Social workers engaged in evaluation or research should carefully consider possible consequences and should follow guidelines developed for the protection of evaluation and research participants. Appropriate institutional review boards should be consulted.
- (e) Social workers engaged in evaluation or research should obtain voluntary and written informed consent from participants, when appropriate, without any implied or actual deprivation or penalty for refusal to participate; without undue inducement to participate; and with due regard for participants' well-being, privacy, and dignity. Informed consent should include information about the nature, extent, and duration of the participation requested and disclosure of the risks and benefits of participation in the research.
- (f) When evaluation or research participants are incapable of giving informed consent, social workers should provide an appropriate explanation to the participants, obtain the participants' assent to the extent they are able, and obtain written consent from an appropriate proxy.
- (g) Social workers should never design or conduct evaluation or research that does not use consent procedures, such as certain forms of naturalistic observation and archival research, unless rigorous and responsible review of the research has found it to be justified because of its prospective scientific, educational, or applied value and unless equally effective alternative procedures that do not involve waiver of consent are not feasible.
- (h) Social workers should inform participants of their right to withdraw from evaluation and research at any time without penalty.
- (i) Social workers should take appropriate steps to ensure that participants in evaluation and research have access to appropriate supportive services.
- (j) Social workers engaged in evaluation or research should protect participants from unwarranted physical or mental distress, harm, danger, or deprivation.
- (k) Social workers engaged in the evaluation of services should discuss collected information only for professional purposes and only with people professionally concerned with this information.

(l) Social workers engaged in evaluation or research should ensure the anonymity or confidentiality of participants and of the data obtained from them. Social workers should inform participants of any limits of confidentiality, the measures that will be taken to ensure confidentiality, and when any records containing research data will be destroyed.

(m) Social workers who report evaluation and research results should protect participants' confidentiality by omitting identifying information unless proper consent has been obtained authorizing disclosure.

(n) Social workers should report evaluation and research findings accurately. They should not fabricate or falsify results and should take steps to correct any errors later found in published data using standard publication methods.

(o) Social workers engaged in evaluation or research should be alert to and avoid conflicts of interest and dual relationships with participants, should inform participants when a real or potential conflict of interest arises, and should take steps to resolve the issue in a manner that makes participants' interests primary.

(p) Social workers should educate themselves, their students, and their colleagues about responsible research practices.

6. Social Workers' Ethical Responsibilities to the Broader Society

6.01 Social Welfare

Social workers should promote the general welfare of society, from local to global levels, and the development of people, their communities, and their environments. Social workers should advocate for living conditions conducive to the fulfillment of basic human needs and should promote social, economic, political, and cultural values and institutions that are compatible with the realization of social justice.

6.02 Public Participation

Social workers should facilitate informed participation by the public in shaping social policies and institutions.

6.03 Public Emergencies

Social workers should provide appropriate professional services in public emergencies to the greatest extent possible.

6.04 Social and Political Action

(a) Social workers should engage in social and political action that seeks to ensure that all people have equal access to the resources, employment, services, and opportunities they require to meet their basic human needs and to develop fully. Social workers should be aware of the impact of the political arena on

practice and should advocate for changes in policy and legislation to improve social conditions in order to meet basic human needs and promote social justice.

(b) Social workers should act to expand choice and opportunity for all people, with special regard for vulnerable, disadvantaged, oppressed, and exploited people and groups.

(c) Social workers should promote conditions that encourage respect for cultural and social diversity within the United States and globally. Social workers should promote policies and practices that demonstrate respect for difference, support the expansion of cultural knowledge and resources, advocate for programs and institutions that demonstrate cultural competence, and promote policies that safeguard the rights of and confirm equity and social justice for all people.

(d) Social workers should act to prevent and eliminate domination of, exploitation of, and discrimination against any person, group, or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, or mental or physical disability.

<http://www.socialworkers.org/pubs/code/code.asp>

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Código de Ética de la Asociación Nacional de Trabajadores Sociales

Preámbulo

La misión principal de la profesión de trabajador social es la de elevar el bienestar humano y ayudar a satisfacer las necesidades básicas humanas, con atención en particular a las necesidades y potenciación de la persona que es vulnerable, oprimida y que vive en la pobreza. Una característica histórica y que define la profesión del trabajo social es el enfoque de la profesión en el bienestar individual sobre un contexto social y en el bienestar de la sociedad. Es fundamental para el trabajo social la atención a las fuerzas del entorno que crean, contribuyen a, y solucionan los problemas de la vida.

Los trabajadores sociales promueven la justicia y el cambio social con y a pedido de los clientes. “Clientes” se utiliza con un sentido inclusivo para referirse a individuos, familias, grupos, organizaciones y comunidades. Los trabajadores sociales son sensibles a la diversidad cultural y étnica y luchan para terminar con la discriminación, la opresión, la pobreza y otras formas de injusticia social. Estas actividades pueden ser en la forma de práctica directa, organización comunitaria, supervisión, consulta, administración, apoyo, acción política y social, desarrollo e implementación de políticas, educación, e investigación y evaluación. Los trabajadores sociales buscan aumentar la capacidad de las personas para solucionar sus propias necesidades. Los trabajadores sociales también buscan promover la receptividad de las organizaciones, comunidades, y otras instituciones sociales a las necesidades individuales y a los problemas sociales.

La misión de la profesión del trabajo tiene sus raíces en un conjunto de valores esenciales. Estos valores esenciales, abrazados por los trabajadores sociales a lo largo de la historia de la profesión, son la base del propósito único y perspectiva del trabajo social:

1. servicio
2. justicia social
3. dignidad y valor de la persona
4. importancia de las relaciones humanas
5. integridad
6. competencia.

Esta constelación de valores esenciales refleja aquello que es exclusivo a la profesión del trabajador social. Los valores esenciales, y los principios que emanan de ellos, deben ser balanceados en el contexto y complejidad de la experiencia humana.

Propósito del Código de Ética de la NASW

La ética profesional se encuentra en el núcleo del trabajo social. La profesión tiene la obligación de articular sus valores básicos, principios éticos y normas éticas. El Código de Ética de la NASW expone estos valores, principios y normas a fin de guiar la conducta de los trabajadores sociales. El Código es relevante para todos los trabajadores sociales y estudiantes en el área de trabajo social, sin importar su función profesional, el entorno en el cual trabajan, o las poblaciones a las que sirven.

El *Código de Ética de la NASW* asiste en seis propósitos:

1. El *Código* identifica valores esenciales en los cuales se basa la misión del trabajo social.
2. El *Código* resume amplios principios éticos que reflejan los valores esenciales de la profesión y establece un conjunto de normas éticas específicas que deberían ser utilizadas para guiar la práctica de la profesión.
3. El *Código* está diseñado para ayudar a los trabajadores sociales a identificar consideraciones relevantes cuando las obligaciones profesionales entran en conflicto o cuando surgen incertidumbres de naturaleza ética.
4. El *Código* suministra normas éticas a partir de los cuales el público en general puede responsabilizar la profesión del trabajo social.
5. El *Código* explica a los nuevos practicantes de la materia la misión del trabajo social, valores, principios éticos y normas éticas.
6. El *Código* articula normas que la profesión del trabajo social puede utilizar para determinar si los trabajadores sociales han seguido una conducta no ética. La asociación NASW posee procedimientos formales para resolver en demandas en el área de ética presentadas contra sus miembros.* Al suscribir este Código, se requiere de que los trabajadores sociales cooperen en su implementación, participen en los procesos de adjudicación de la NASW, y se sometan a cualquier decisión disciplinaria o sanción de la NASW basada en él.

El *Código* ofrece un conjunto de valores, principios y normas para guiar la toma de decisiones y la conducta cuando surgen asuntos en el área de la ética. No suministra un conjunto de reglas que describen la forma en que los trabajadores sociales deben actuar en todas las situaciones. Las aplicaciones específicas del Código deberán tener en cuenta el contexto en el cuál deberá ser considerado y la posibilidad de que surjan conflictos entre los valores, principios y normas del Código. Las responsabilidades éticas emanan de toda relación humana, desde la personal y familiar a la social y profesional.

Más aún, el *Código de Ética de la NASW* no especifica que valores, principios y normas son los más importantes y deberían tener mayor peso con respecto a otros cuando estén en conflicto. Las diferencias razonables de opinión pueden y deben existir entre los trabajadores sociales respecto a las formas en que los valores, principios éticos y normas éticas deben ser tenidas en cuenta durante un conflicto. La toma de decisiones éticas en una situación

dada debe usarse con el juicio informado del trabajador social individual y debería considerarse también, como el tema sería juzgado en un proceso de revisión de pares donde las normas éticas de la profesión serían aplicadas.

La toma de decisiones éticas es un proceso. Existen muchas instancias en el trabajo social donde no se dispone de simples respuestas para resolver complejas situaciones éticas. Los trabajadores sociales deberían tomar en consideración todos los valores, principios y normas de este *Código* que son relevantes para cualquier situación en la cuál el juicio ético se encuentre justificado. Las decisiones y acciones de los trabajadores sociales deberían ser consistentes con el espíritu y la letra de este Código.

Los trabajadores sociales deberían considerar que sumado a este *Código*, existen otras fuentes de información acerca de pensamiento ético que pueden llegar a ser útiles. Los trabajadores sociales deberán considerar la teoría ética y los principios generales, la teoría del trabajo social y la investigación, las leyes, las regulaciones, las políticas de la agencia, y otros códigos relevantes de ética, reconociendo que entre los códigos de ética los trabajadores sociales deberían considerar el Código de Ética de la NASW como su fuente principal. Los trabajadores sociales deberán ser conscientes del impacto en la toma de decisiones éticas de sus clientes y de sus propios valores personales y culturales; además de las creencias y prácticas religiosas. Deberían ser conscientes de cualquier conflicto entre valores personales y profesionales y manejarlos responsablemente. Para orientación adicional los trabajadores sociales deberían consultar la literatura relevante sobre ética profesional y toma de decisiones éticas y buscar una fuente de consulta apropiada cuando se vean enfrentados a dilemas éticos. Esto podría implicar la consulta con un comité de ética basado en una agencia o en una organización de trabajo social, un cuerpo regulatorio, colegas con conocimientos, supervisores, o consejo legal.

Pueden surgir instancias en las que las obligaciones éticas de los trabajadores sociales entren en conflicto con las políticas de las agencias o leyes relevantes o regulaciones. Cuando ocurran tales conflictos, los trabajadores sociales deberán realizar un esfuerzo responsable para resolver el conflicto de forma tal que sea consistente con los valores, principios y normas expresados en este *Código*. Si no se vislumbra una solución razonable al conflicto, los trabajadores sociales deberán buscar consejo adecuado antes de tomar una decisión.

El *Código de Ética de la NASW* debe ser utilizado por NASW y por individuos, agencias, organizaciones, y cuerpos (tales como oficinas de licencias y reguladoras, proveedores de seguros de responsabilidad profesional, tribunales de justicia, junta de directores de agencias, agencias gubernamentales y otros grupos profesionales) que eligieron adoptarlo o utilizarlo como marco de referencia. La violación de las normas de este Código no implica automáticamente una responsabilidad legal o una violación de la ley. Tal determinación sólo puede ser efectuada en el contexto de procedimientos legales y judiciales. Las presuntas violaciones al *Código* estarían sujetas a un procedimiento de revisión de los pares. Tales procesos son generalmente separados de procedimientos legales o administrativos y aislados de revisiones o procedimientos legales para permitir que la profesión aconseje y discipline a sus propios miembros.

Un código de ética no puede garantizar el comportamiento ético. Más aún, un código de ética no puede resolver todos los asuntos éticos o disputas o capturar la riqueza y complejidad involucrada en la puja por lograr elecciones responsables dentro de una comunidad moral. Más bien, un código de ética establece valores, principios éticos, y normas éticas a los que los profesionales aspiran y por los cuales sus acciones pueden ser juzgadas. El comportamiento ético de los trabajadores sociales debería surgir como consecuencia de su compromiso personal

en involucrarse en el ejercicio profesional ético. El *Código de Ética de la NASW* refleja el compromiso de todos los trabajadores sociales de sostener los valores de la profesión y actuar éticamente. Los principios y las normas deben ser aplicados por los individuos de buen carácter que disciernen sobre cuestiones morales, de buena fe, a la búsqueda de juicios éticos confiables.

Principios Éticos

Los siguientes amplios principios éticos se basan en los valores esenciales del trabajo social de servicio, justicia social, dignidad y valor de la persona, la importancia de las relaciones humanas, integridad y competencia. Estos principios establecen los ideales a los que todos los trabajadores sociales deberían aspirar.

Valor: Servicio

Principio Ético: El objetivo principal del trabajador social es ayudar a las personas necesitadas y solucionar los problemas sociales.

Los trabajadores sociales elevan el servicio a otros por encima de su interés personal. Los trabajadores sociales recurren a sus conocimientos, valores y habilidades para ayudar a las personas necesitadas y solucionan los problemas sociales. Se alienta a los trabajadores sociales para que ofrezcan alguna parte de sus habilidades profesionales sin expectativa de una retribución financiera significativa (servicio pro bono).

Valor: Justicia Social

Principio Ético: Los trabajadores sociales desafían la injusticia social.

Los trabajadores sociales persiguen el cambio social, particularmente con y por cuenta de los individuos vulnerables y oprimidos y grupos de personas. Los esfuerzos de cambio de los trabajadores sociales se centran primariamente en temas de pobreza, desempleo, discriminación, y otras formas de injusticia social. Estas actividades buscan promover la sensibilidad hacia y el conocimiento de la opresión y la diversidad étnica y cultural. Los trabajadores sociales se esfuerzan para asegurar el acceso a la información necesaria, servicios y recursos; igualdad de oportunidades; y una participación significativa en la toma de decisiones para toda las personas.

Valor: *Dignidad y Valor de la Persona*

Principio Ético: *Los trabajadores sociales respetan la dignidad inherente y el valor de la persona.*

Los trabajadores sociales tratan a cada persona en un forma comprensiva y respetuosa, atentos a las diferencias individuales y a la diversidad étnica y cultural. Los trabajadores sociales promueven la propia determinación social de los clientes. Los trabajadores sociales buscan mejorar la capacidad y la oportunidad de sus clientes para el cambio y para que enfrenten sus propias necesidades. Los trabajadores sociales conocen de su responsabilidad dual hacia los clientes y hacia la sociedad. Ellos buscan resolver conflictos entre los intereses de los clientes y los intereses de la sociedad en una forma socialmente responsable consistente con los valores, principios éticos y normas éticas de la profesión.

Valor: *Importancia de las Relaciones Humanas*

Principio Ético: *Los trabajadores sociales reconocen la importancia central de las relaciones humanas.*

Los trabajadores sociales comprenden que las relaciones entre personas son un vehículo importante para el cambio. Los trabajadores sociales comprometen a las personas como socios en el proceso de ayuda. Los trabajadores sociales buscan fortalecer las relaciones entre personas en un decidido esfuerzo para promover, restaurar, mantener y realzar el bienestar de individuos, familias, grupos sociales, organizaciones, y comunidades.

Valor: *Integridad*

Principio Ético: *Los trabajadores sociales se comportan en una forma digna de confianza.*

Los trabajadores sociales están continuamente conscientes de la misión de su profesión, los valores, los principios éticos y las normas éticas y la práctica consistente de ellos. Los trabajadores sociales actúan honesta y responsablemente y decididos a promover prácticas éticas de parte de las organizaciones a las cuales se encuentran afiliados.

Valor: *Competencia*

Principio Ético: *Los trabajadores sociales ejercen su profesión en su área de competencia y desarrollan y mejoran su experiencia profesional.*

Los trabajadores sociales se esfuerzan continuamente para incrementar sus conocimientos profesionales y aplicarlos en el ejercicio de su profesión. Los trabajadores sociales deben aspirar a contribuir a la base del conocimiento de su profesión.

Normas Éticas

Las siguientes normas éticas son relevantes para la actividad profesional de todos los trabajadores sociales. Estas normas conciernen (1) las responsabilidades éticas de los trabajadores sociales hacia los clientes, (2) las responsabilidades éticas de los trabajadores sociales hacia sus colegas, (3) las responsabilidades éticas de los trabajadores sociales en el marco del ejercicio de su profesión, (4) las responsabilidades éticas de los trabajadores sociales como profesionales, (5) las responsabilidades éticas de los trabajadores sociales hacia la profesión del trabajo social, y (6) las responsabilidades éticas de los trabajadores sociales hacia la totalidad de la sociedad.

Algunas de las normas que siguen son lineamientos que se deben cumplir para la conducta profesional, y otros son aspiracionales. La medida en la que cada norma es ejecutable es una cuestión de juicio profesional a ser ejercido por aquellos responsables de analizar las violaciones presuntas de las normas de ética.

1. RESPONSABILIDADES ÉTICAS DE LOS TRABAJADORES SOCIALES HACIA LOS CLIENTES

1.01 Compromiso con los Clientes

La responsabilidad principal de los trabajadores sociales es la de promover el bienestar de los clientes. En general, los intereses de los clientes son la principal responsabilidad. De todas formas, la responsabilidad de los trabajadores sociales a una mayor parte de la sociedad u específicas obligaciones legales pueden en limitadas ocasiones suplantar la lealtad debida a los clientes, y los clientes deben ser notificados en consecuencia. (Los ejemplos incluyen aquellas ocasiones cuando se le requiere por ley a un trabajador social denunciar que un cliente ha abusado de un niño o ha amenazado realizar daño a sí mismo o a terceros).

1.02 Auto Determinación

Los trabajadores sociales respetan y promueven el derecho de los clientes a la auto determinación y en asistir a los clientes en sus esfuerzos para identificar y clarificar sus objetivos. Los trabajadores sociales pueden limitar el derecho a la auto determinación de los clientes, si a juicio profesional del trabajador social, el accionar de los clientes o su accionar potencial plantea un riesgo serio, previsible e inminente para sí mismos u otros.

1.03 Consentimiento Informado

(a) Los trabajadores sociales deberían suministrar servicios a los clientes sólo en el contexto de una relación profesional basada, cuando sea apropiado, en un consentimiento válido informado. Los trabajadores sociales deberían utilizar un lenguaje comprensible para informar a los clientes el propósito de sus servicios, los riesgos relacionados con sus servicios, los límites de sus servicios debido a los requerimientos de una tercera parte pagadora, los costos relevantes, las alternativas razonables, el derecho de los clientes a rechazar los servicios o a retirar el consentimiento, y el período de tiempo cubierto por el consentimiento. Los trabajadores sociales deben otorgar a los clientes una oportunidad para realizar preguntas.

(b) En aquellas instancias en las que los clientes no sepan leer y escribir o tengan dificultades para entender el lenguaje utilizado en el marco del ejercicio de la profesión, los trabajadores sociales deben seguir los pasos necesarios para asegurar la comprensión por parte de los clientes. Esto podría incluir suministrar a los clientes una detallada explicación verbal o realizar los arreglos para tener un intérprete calificado o traductor siempre que sea posible.

(c) En aquellas instancias donde los clientes carezcan de la capacidad de suministrar consentimiento informado, los trabajadores sociales deberían proteger los intereses de los clientes mediante la búsqueda del permiso de una tercera parte apropiada, informando a los clientes en el nivel de comprensión de los clientes. En tales instancias los trabajadores sociales deberían buscar asegurarse que esta tercera parte actúa en forma consistente con los deseos e intereses de los clientes. Los trabajadores sociales deberían tomar las medidas razonables para aumentar la habilidad de los clientes en brindar consentimiento informado.

(d) En aquellas instancias en las que los clientes se encuentran recibiendo servicios en forma involuntaria, los trabajadores sociales deberían suministrar información acerca de la naturaleza y el alcance de los servicios y acerca del derecho de los clientes a rechazar el servicio.

(e) Los trabajadores sociales que suministran servicios a través de medios electrónicos (tales como computadoras, teléfono, radio y televisión) deberían informar a los receptores de las limitaciones y riesgos asociados con este tipo de servicios.

(f) Los trabajadores sociales deberían obtener el consentimiento informado de los clientes antes de grabar o filmar a los clientes o permitir la observación de los servicios a los clientes por una tercera parte.

1.04 Competencia

(a) Los trabajadores sociales deberían suministrar servicios y representarse a sí mismos como competentes sólo dentro de los límites de su educación, entrenamiento, licencia, certificación, consultas recibidas, experiencia supervisada, u otras relevantes experiencias profesionales.

(b) Los trabajadores sociales deberían suministrar servicios en áreas sustantivas o utilizar técnicas de intervención o enfoques que son novedosos para ellos sólo después de involucrarse en el apropiado estudio, entrenamiento, consulta y supervisión de personas que son competentes en ese tipo de intervenciones o técnicas.

(c) Cuando no existan normas generalmente reconocidas en un área emergente del ejercicio profesional, los trabajadores sociales deberán ejercitar un juicio cuidadoso y tomar los pasos responsables (incluyendo la educación, investigación, entrenamiento, consultas y supervisión apropiadas) para asegurar la competencia de su trabajo y proteger a sus clientes del daño posible.

1.05 Competencia Cultural y Diversidad Social

(a) Los trabajadores sociales deberían entender la cultura y su función en el comportamiento humano y de la sociedad, reconociendo las fortalezas que existen en todas las culturas.

(b) Los trabajadores sociales deberían tener el conocimiento basado en la cultura de sus clientes y ser capaces de demostrar su competencia en la provisión de servicios que son sensibles a la cultura de sus clientes y las diferencias entre las personas y grupos culturales.

(c) Los trabajadores sociales deberían obtener educación acerca de y comprensión de la naturaleza de la diversidad social y opresión respecto de la raza, etnia, origen nacional, color, orientación sexual, edad, status marital, creencia política, religión, y discapacidad mental o física.

1.06 Conflicto de Intereses

(a) Los trabajadores sociales deberían estar alertas a y evitar conflictos de intereses que interfieran con el ejercicio de la discreción profesional y el juicio imparcial. Los trabajadores sociales deberían informar a los clientes cuando surjan conflictos de intereses reales o potenciales y tomar las medidas razonables para resolver la cuestión de forma de priorizar los intereses de los clientes y proteger los intereses de los clientes en la mayor medida posible. En algunos casos, la protección de los intereses de los clientes podría llegar a requerir la finalización de la relación profesional con la adecuada derivación del cliente.

(b) Los trabajadores sociales no deberían sacar ningún tipo de ventaja injusta basada en una relación profesional o explotar a otros en favor de sus intereses personales, religiosos, políticos o de negocios.

(c) Los trabajadores sociales no deberían involucrarse en relaciones duales o múltiples con clientes o clientes pasados en donde exista riesgo de explotación o daño potencial al cliente. En las instancias en que las relaciones duales o múltiples sean inevitables, los trabajadores sociales deberán tomar las medidas para proteger a los clientes y son responsables por establecer límites claros, apropiados y culturalmente sensibles. (Las relaciones duales o múltiples ocurren cuando los trabajadores sociales se relacionan con los clientes en más de una forma de relación, sea profesional, social o de negocios. Las relaciones duales o múltiples pueden ocurrir en forma simultánea o consecutiva.)

(d) Cuando los trabajadores sociales suministran servicios a dos o más clientes que tienen relaciones entre ellos (por ejemplo, parejas, familiares), los trabajadores sociales deberán aclarar a todas las partes que individuos serán considerados clientes y la naturaleza de las obligaciones con los individuos que se encuentran recibiendo los servicios. Los trabajadores sociales que anticipan un conflicto de intereses entre los individuos que se encuentran recibiendo los servicios o que anticipan que deberán desempeñarse en roles conflictivos (por ejemplo, cuando se le solicita a un trabajador social que testifique en la disputa por la custodia de un niño, o en un proceso de divorcio que involucra a los clientes) deberán aclarar su función con las partes involucradas y tomar las acciones necesarias para minimizar cualquier conflicto de intereses.

1.07 Privacidad y Confidencialidad

(a) Los trabajadores sociales deberán respetar el derecho de los clientes a la privacidad. Los trabajadores sociales no deberían solicitar información privada a los clientes salvo que sea esencial para suministrar servicios o conducir la evaluación o investigación en materia de trabajo social. Una vez que la información privada es compartida, se aplican las normas de confidencialidad.

(b) Los trabajadores sociales podrán revelar información confidencial cuando sea apropiado con el consentimiento válido por parte del cliente o una persona legalmente autorizada por parte del cliente.

(c) Los trabajadores sociales deberían proteger la confidencialidad de toda la información obtenida en el curso de un servicio profesional, a excepción que existan razones profesionales de peso. La expectativa general de que los trabajadores sociales mantendrán el carácter confidencial de la información no es aplicable cuando revelar la información es necesario para prevenir un daño serio, previsible e inminente a un cliente o a otra persona identificable. En todas las instancias, los trabajadores sociales deberían revelar la menor cantidad de información confidencial posible necesaria para lograr el propósito deseado; sólo la información que es directamente relevante al propósito deseado; sólo la información directamente relevante al propósito para la que es revelada debe ser dada a conocer.

(d) Los trabajadores sociales deberían informar a los clientes, en la medida de lo posible, acerca de la revelación de la información confidencial y las potenciales consecuencias, cuando sea posible antes de que la información sea

revelada. Esto se aplica tanto cuando los trabajadores sociales revelan información confidencial debido a un requerimiento legal o por el consentimiento del cliente.

(e) Los trabajadores sociales deberían discutir con sus clientes y otras partes interesadas la naturaleza de la confidencialidad y las limitaciones de sus clientes al derecho de la confidencialidad. Los trabajadores sociales deberían revisar con los clientes las circunstancias en las cuales puede llegar a solicitarse información confidencial y la revelación de la información confidencial puede ser legalmente requerida. La discusión debe ser realizada tan pronto como sea posible en la relación trabajador socialcliente y cuando sea necesario en el curso de la relación.

(f) Cuando los trabajadores sociales suministren servicios de asesoramiento a familias, parejas, o grupos, los trabajadores sociales deberían buscar el acuerdo entre las partes involucradas en relación al derecho de cada individuo a la confidencialidad y la obligación de preservar la confidencialidad de la información compartida por otros. Los trabajadores sociales deberían informar a los participantes en familias, parejas, o grupos aconsejados que los trabajadores sociales no podrán garantizar que todos los participantes honren tal tipo de acuerdos.

(g) Los trabajadores sociales deberían informar a lo clientes involucrados en una familia, pareja, matrimonio, o grupo de asesoramiento del trabajador social, del empleador y de la agencia la política concerniente a la revelación de información confidencial entre las partes involucradas en el asesoramiento.

(h) Los trabajadores sociales no deberán revelar información a terceras partes pagadoras a menos que los clientes los hubieran autorizado a revelar tal información.

(i) Los trabajadores sociales no deberían discutir sobre información confidencial en ningún entorno a menos que la privacidad se encuentre garantizada. Los trabajadores sociales no deberían discutir la información en áreas públicas o semipúblicas tales como vestíbulos, salas de espera, ascensores y restaurantes.

(j) Los trabajadores sociales deberían proteger la confidencialidad de los clientes durante los procedimientos legales hasta el límite permitido por la ley. Cuando un tribunal de justicia u otro cuerpo legalmente autorizado ordena a un trabajador social revelar información confidencial o privilegiada sin el consentimiento del cliente y esta revelación podría causar daño al cliente, el trabajador social podría solicitar a la corte que retire o limite la orden tanto como le sea posible o mantenga los registros bajo sello, no disponible para la inspección pública.

(k) Los trabajadores sociales deberían proteger la confidencialidad de los clientes cuando respondan interrogantes por parte de miembros de la prensa.

(l) Los trabajadores sociales deberían proteger la confidencialidad de los registros escritos y electrónicos y toda otra información sensible de los clientes. Los trabajadores sociales deberán tomar medidas razonables para asegurarse que los registros de los clientes queden almacenados en un lugar seguro y de que dichos registros no queden al alcance de aquellos que no poseen autorización para tener acceso a ellos.

(m) Los trabajadores sociales deberían tomar las precauciones para asegurarse y mantener la confidencialidad de la información transmitida a terceras partes a través del uso de computadoras, correo electrónico, faxes, teléfonos y

contestadores automáticos, y otros medios de tecnología informática o electrónica. La revelación de información identificatoria deberá ser evitada siempre que sea posible.

(n) Los trabajadores sociales deberán transferir o disponer de los registros de los clientes en una forma que proteja la confidencialidad de los clientes y que sea consistente con lo expresado por la regulación estatal y la licencia de trabajador social.

(o) Los trabajadores sociales deberán tomar precauciones razonables para proteger la confidencialidad de los clientes en el evento de finalización del ejercicio profesional por parte del trabajador social, su incapacidad o muerte.

(p) Los trabajadores sociales no deberían revelar información identificatoria mientras discuten acerca de sus clientes con propósitos de enseñanza o entrenamiento a menos que el cliente hubiera consentido revelar información confidencial.

1.08 Acceso a los Registros

(a) Los trabajadores sociales deben suministrar a los clientes con acceso razonable a los registros sobre ellos. Los trabajadores sociales que están preocupados de que el acceso de sus clientes a los registros cause serios malentendidos o daño al cliente deberían suministrar asistencia al cliente en la interpretación de los registros y asesoramiento al cliente en relación a los registros. Los trabajadores sociales deberían limitar el acceso a los registros, o porciones de los registros de los clientes cuando exista fuerte evidencia de que dicho acceso podría causar serios daños a sus clientes. Tanto las solicitudes de acceso de los clientes como la racionalidad de la retención de partes del registro o el registro completo deberían encontrarse documentadas en los archivos del cliente.

(b) Cuando se le suministre acceso a los registros, los trabajadores sociales deberían tomar las medidas para proteger la confidencialidad de otros individuos identificados o mencionados en dichos registros.

1.09 Relaciones Sexuales

(a) Los trabajadores sociales no deberían bajo ninguna circunstancia involucrarse en actividades sexuales o contactos sexuales con sus clientes actuales, ya sea que dicho contacto sea consentido o forzado.

(b) Los trabajadores sociales no deberían involucrarse en actividades sexuales o contactos sexuales con familiares de sus clientes u otros individuos con los cuáles los clientes mantengan una relación personal cercana donde exista el riesgo de explotación o daño potencial al cliente. La actividad sexual o el contacto sexual con los familiares del cliente u otros individuos con los cuales el cliente mantiene una relación personal, tiene el potencial de ser dañino para el cliente y tornaría difícil al trabajador social y al cliente mantener los límites profesionales apropiados. Los trabajadores sociales – no sus clientes, ni los familiares de sus clientes, u otros individuos con los cuales el cliente mantenga una relación personal – asumen la carga total por establecer límites claros, apropiados y culturalmente sensibles.

(c) Los trabajadores sociales no deberían involucrarse en actividades sexuales o contactos sexuales con clientes pasados debido al potencial de causar daño al cliente. Si el trabajador social se involucra en una conducta contraria a esta prohibición o declara que una excepción a esta prohibición se encuentra garantizada por circunstancias extraordinarias, son los trabajadores sociales –no sus clientes– los que asumen la carga total de demostrar que el cliente pasado no ha sido explotado, obligado o manipulado, en forma intencional o sin intención.

(d) Los trabajadores sociales no deberían suministrar servicios clínicos a individuos con los cuales hayan mantenido previamente relaciones sexuales. Suministrar servicios clínicos a un compañero sexual anterior tiene el potencial de ser dañino para el individuo y es probable que haga difícil para el trabajador social y el individuo mantener límites profesionales apropiados.

1.10 Contacto Físico

Los trabajadores sociales no deberían involucrarse en contacto físico con sus clientes cuando existe la posibilidad de daño psicológico al cliente como resultado del contacto (tales como acunar o acariciar clientes). Los trabajadores sociales que se involucran en un apropiado contacto físico con los clientes son responsables de establecer límites claros, apropiados y culturalmente sensibles que rijan tales contactos físicos.

1.11 Acoso Sexual

Los trabajadores sociales no deberían acosar sexualmente a los clientes. El acoso sexual incluye avances sexuales, pedido sexual, solicitud de favores sexuales, y otra conducta verbal o física de naturaleza sexual.

1.12 Lenguaje Despectivo

Los trabajadores sociales no deberían utilizar lenguaje despectivo en sus comunicaciones escritas o verbales hacia o acerca de los clientes. Los trabajadores sociales deberían utilizar un lenguaje exacto y respetuoso en todas las comunicaciones hacia y de los clientes.

1.13 Pago por los Servicios

(a) Al establecer honorarios, los trabajadores sociales deberían asegurarse que los honorarios son justos, razonables, y proporcionados a los servicios prestados. También debe prestarse consideración a la capacidad de los clientes para pagar.

(b) Los trabajadores sociales deberían evitar aceptar bienes o servicios de los clientes como pago por los servicios profesionales prestados. Los arreglos de trueque, particularmente aquellos que involucran servicios, crean el potencial para conflicto de intereses, explotación, y límites inapropiados para la relación del trabajador social con sus clientes. Los trabajadores sociales deberían explorar y participar en operaciones trueque en muy limitadas circunstancias en las que puede ser demostrado que tales arreglos son un procedimiento aceptado entre los profesionales de la comunidad local, considerada esencial para el suministro de servicios, negociado sin coacción, y a la cual se llega por iniciativa del cliente y con el consentimiento informado del cliente. Los trabajadores sociales

que aceptan bienes o servicios de los clientes como pago por sus servicios profesionales asumen la carga total de demostrar que este arreglo no fue realizado en detrimento del cliente o de la relación profesional.

(c) Los trabajadores sociales no deberían solicitar un honorario privado u otro tipo de remuneración por suministrar servicios a los clientes que disponen de esos servicios a través del empleador del trabajador social o agencia.

1.14 Clientes que Carecen de la Capacidad para Tomar Decisiones

Cuando los trabajadores sociales actúan por cuenta de clientes que carecen de la capacidad para tomar decisiones informadas, los trabajadores sociales deberán tomar las medidas razonables para salvaguardar los intereses y derechos de esos clientes.

1.15 Interrupción de Servicios

Los trabajadores sociales deberían realizar esfuerzos razonables para asegurar la continuidad de servicios en el evento de que los servicios sean interrumpidos por factores tales como indisponibilidad, mudanza, enfermedad, discapacidad o muerte.

1.16 Finalización de los Servicios

(a) Los trabajadores sociales deberían concluir los servicios y las relaciones profesionales con sus clientes cuando esos servicios y relaciones ya no sean requeridas o no sirvan más a las necesidades o intereses de los clientes.

(b) Los trabajadores sociales deberían tomar las medidas necesarias para evitar abandonar a los clientes que todavía requieran de sus servicios. Los trabajadores sociales deberían retirar precipitadamente sus servicios sólo ante circunstancias inusuales, prestándole cuidadosa atención a todos los factores de la situación y cuidando de minimizar los posibles efectos adversos. Los trabajadores sociales deberían contribuir a realizar los arreglos apropiados para la continuidad de los servicios cuando fuere necesario.

(c) Los trabajadores sociales que se encuentren percibiendo honorarios por servicios a clientes que no se encuentren pagando los servicios ya prestados podrían terminar sus servicios si el acuerdo financiero contractual lo hubiera establecido al cliente claramente, si el cliente no representa un peligro inminente para sí mismo o para terceros, y si las consecuencias clínicas y de otro tipo del no cumplimiento del pago hubieran sido conversadas y discutidas con el cliente.

(d) Los trabajadores sociales no deberían finalizar los servicios para lograr una relación social, financiera o sexual con un cliente.

(e) Los trabajadores sociales que esperan finalizar o interrumpir los servicios a los clientes deberían notificarlos sin demora y buscar la transferencia, derivación o continuación de los servicios en relación a las necesidades y preferencias de los clientes.

(f) Los trabajadores sociales que se encuentran dejando un entorno de trabajo deberían informar a los clientes sobre las opciones adecuadas para la continuación de los servicios y los beneficios y los riesgos asociados a ellas.

2. LAS RESPONSABILIDADES ÉTICAS DE LOS TRABAJADORES SOCIALES HACIA SUS COLEGAS

2.01 Respeto

(a) Los trabajadores sociales deberían tratar a sus colegas con respeto y representar en forma precisa y justa las calificaciones, opiniones y obligaciones de sus colegas.

(b) Los trabajadores sociales deberían evitar críticas negativas sin fundamento a sus colegas en comunicaciones a sus clientes o con otros profesionales. Las críticas sin fundamento podrían incluir comentarios humillantes que hacen referencia al nivel de competencia de sus colegas o a atributos de los individuos tales como raza, etnia, nacionalidad, color, sexo, orientación sexual, edad, estado civil, creencia política, religión y discapacidad física o mental.

(c) Los trabajadores sociales deberían cooperar con colegas del trabajo social y colegas de otras profesiones cuando dicha cooperación sirva al bienestar de los clientes.

2.02 Confidencialidad

Los trabajadores sociales deberían respetar la información confidencial compartida con colegas en el curso de las relaciones y transacciones profesionales. Los trabajadores sociales deberían asegurarse que sus colegas comprenden las obligaciones del trabajador social en relación a la confidencialidad y todas las excepciones relativas a ella.

2.03 Colaboración Interdisciplinaria

(a) Los trabajadores sociales que son miembros de un equipo interdisciplinario deberían participar y contribuir en las decisiones que afecten el bienestar de los clientes precisando las perspectivas, valores y experiencias de la profesión del trabajo social. Las obligaciones profesionales y éticas del equipo interdisciplinario como un todo y de cada uno de sus miembros deberían estar claramente establecidas.

(b) Los trabajadores sociales para quienes la decisión de un equipo les generen preocupaciones éticas deberían intentar resolver los desacuerdos a través de los canales apropiados. Si el desacuerdo no puede ser resuelto, los trabajadores sociales deberían buscar otras vías para dirigir sus preocupaciones consistentes con el bienestar de sus clientes.

2.04 Disputas que Involucran a Colegas

(a) Los trabajadores sociales no deberían tomar ventaja de las disputas entre un colega y un empleador para obtener una posición u otro tipo de avance en el interés propio del trabajador social.

(b) Los trabajadores sociales no deberían explotar a sus clientes en disputas con colegas o involucrar a los clientes en ninguna discusión inapropiada de conflictos entre los trabajadores sociales y sus colegas.

2.05 Consultas

(a) Los trabajadores sociales deberían buscar el asesoramiento y consejo de sus colegas siempre que tales consultas sirva a los mejores intereses de sus clientes.

(b) Los trabajadores sociales deberían mantenerse informados sobre las áreas de experiencia y competencia de sus colegas. Los trabajadores sociales deberían buscar consultar sólo a aquellos colegas que han demostrado conocimiento, experiencia y competencia en áreas relativas a la consulta.

(c) Al consultar a los colegas acerca de sus clientes, los trabajadores sociales deberían tratar de exponer la menor cantidad de información necesaria para los propósitos de la consulta.

2.06 Derivación de Servicios

(a) Los trabajadores sociales deberían derivar clientes a otros profesionales cuando el conocimiento especializado de esos profesionales o su experiencia sea necesario para servir a sus clientes plenamente o cuando los trabajadores sociales crean que no se encuentran siendo efectivos o haciendo progresos razonables con sus clientes y que ese servicio adicional es requerido.

(b) Los trabajadores sociales que derivan clientes a otros profesionales deberían seguir los pasos necesarios para facilitar una transferencia ordenada de responsabilidad. Los trabajadores sociales que derivan clientes a otros profesionales deberían revelar, con el consentimiento del cliente, toda la información pertinente al nuevo proveedor del servicio.

(c) Se prohíbe a los trabajadores sociales dar o recibir pagos por la derivación de un cliente cuando ningún servicio es prestado por el trabajador social que efectúa la derivación.

2.07 Relaciones Sexuales

(a) Los trabajadores sociales que funcionan como supervisores o educadores no deberían involucrarse en actividades o contactos sexuales con supervisados, estudiantes, pasantes u otros colegas sobre los cuales ejercen autoridad profesional.

(b) Los trabajadores sociales deberían evitar involucrarse en relaciones sexuales con colegas cuando exista la posibilidad de conflicto de intereses. Los trabajadores sociales que se involucran en, o esperan involucrarse en relaciones sexuales con un colega tienen el deber de transferir las responsabilidades profesionales, cuando sea necesario, para evitar conflicto de intereses.

2.08 Acoso Sexual

Los trabajadores sociales no deberían acosar sexualmente a los supervisados, estudiantes, pasantes o colegas. El acoso sexual incluye avances sexuales, pedidos de naturaleza sexual, solicitud de favores sexuales, y otras conductas físicas o verbales de naturaleza sexual.

2.09 Impedimento de Colegas

(a) Los trabajadores sociales que tengan un conocimiento directo del impedimento de un colega debido a problemas personales, estrés psicológico, abuso de sustancias, o dificultades de salud mental y que interfiere con la efectividad del ejercicio profesional del colega debería consultar con ese colega y asistir al colega a buscar acciones que remedien dicha situación.

(b) Los trabajadores sociales que creen que el impedimento de un colega de trabajo social se encuentra interfiriendo con la práctica efectiva y que el colega no ha tomado los pasos necesarios para solucionar el impedimento, debería accionar a través de los canales apropiados establecidos por los empleadores, agencias, NASW, organismos de licencias y reguladores y otras organizaciones profesionales.

2.10 Incompetencia de Colegas

(a) Los trabajadores sociales que tengan conocimiento directo de la incompetencia de un colega en el campo del trabajo social deberían realizar consultas con ese colega y asistirlo para que tome acciones que remedien dicha situación.

(b) Los trabajadores sociales que creen que un colega en el campo del trabajo social es incompetente y que no ha tomado los pasos necesarios para subsanar dicha incompetencia deberá accionar a través de los canales apropiados establecidos por los empleadores, agencias, NASW, oficinas de licencias y reguladores y otras organizaciones profesionales.

2.11 Conducta No Ética de Colegas

(a) Los trabajadores sociales deberían tomar las medidas adecuadas para desalentar, prevenir, exponer y corregir la conducta no ética de sus colegas.

(b) Los trabajadores sociales deberían conocer las políticas y procedimientos establecidos para el manejo de cuestiones acerca del comportamiento no ético de los colegas. Los trabajadores sociales deberían estar familiarizados con las políticas y procedimientos nacionales, estatales y locales para el manejo de los comportamientos no éticos de los colegas. Estos incluyen las políticas y procedimientos creados por la NASW, los cuerpos de licencias y reguladores, empleadores, agencias y organizaciones profesionales.

(c) Los trabajadores sociales que creen que un colega ha actuado de una forma no ética deberían buscar la resolución mediante la discusión de su preocupación con el colega cuando sea posible y siempre que esa discusión fuese probablemente productiva.

(d) Cuando fuera necesario, los trabajadores sociales que consideren que un colega ha actuado de una manera no ética deberían seguir cursos de acción a través de los canales formales apropiados (tales como contactar a las juntas de licencias o reguladoras, un comité o jurado de la NASW, u otros comités profesionales de ética).

(e) Los trabajadores sociales deberían defender y asistir a los colegas que se encuentran injustamente acusados de conducta no ética.

3. LAS RESPONSABILIDADES ÉTICAS DE LOS TRABAJADORES SOCIALES EN EL ENTORNO DE SU

EJERCICIO PROFESIONAL

3.01 Supervisión y Consulta

(a) Los trabajadores sociales que suministren supervisión o consultoría deberían tener el conocimiento necesario y las habilidades de supervisar y asesorar apropiadamente y hacerlo sólo en aquellas que son sus áreas de conocimiento y especialidad.

(b) Los trabajadores sociales que suministran supervisión y asesoramiento son responsables de establecer límites claros, apropiados y culturalmente sensibles.

(c) Los trabajadores sociales no deberían involucrarse en ningún tipo de relaciones duales o múltiples con los supervisados donde exista el riesgo de explotación o de daño potencial al supervisado.

(d) Los trabajadores sociales que suministran supervisión deberían evaluar el comportamiento de los supervisados de forma que fuera justa y respetuosa.

3.02 Educación y Entrenamiento

(a) Los trabajadores sociales que funcionan como educadores, instructores de campo para estudiantes, o entrenadores sólo deberían suministrar instrucción dentro de sus áreas de conocimiento y competencia y deberían suministrar instrucción basada en la más reciente información y conocimiento disponible en la profesión.

(b) Los trabajadores sociales que funcionan como educadores o instructores de campo para estudiantes deberían evaluar el comportamiento de los estudiantes de una forma que fuera justa y respetuosa.

(c) Los trabajadores sociales que funcionan como educadores o instructores de campo para estudiantes deberían tomar las medidas apropiadas para asegurarse que sus clientes son rutinariamente informados cuando los servicios están siendo prestados por estudiantes.

(d) Los trabajadores sociales que se desempeñan como educadores o instructores de campo para estudiantes no deberían involucrarse en relaciones duales o múltiples con los estudiantes en las que hubiera riesgo de explotación o daño potencial para el estudiante. Los educadores del trabajo social y los instructores de campo son responsables por el establecimiento de límites claros, apropiados y culturalmente sensibles.

3.03 Evaluación del Comportamiento

Los trabajadores sociales que tienen la responsabilidad de evaluar el comportamiento de otros deben cumplir esa responsabilidad de una manera justa y considerada y sobre la base de criterios claramente establecidos.

3.04 Registros de los Clientes

(a) Los trabajadores sociales deberían tomar las medidas necesarias para asegurarse que la documentación de los registros es exacta y refleja los servicios suministrados.

(b) Los trabajadores sociales deberían incluir documentación suficiente y oportuna para facilitar la entrega de los servicios y asegurar la continuidad de los servicios suministrados al cliente en el futuro.

(c) La documentación de los trabajadores sociales debería proteger la privacidad de los clientes hasta el punto que sea posible y apropiado y debería incluir sólo la información que es directamente relevante para la transferencia de los servicios.

(d) Los trabajadores sociales deberían almacenar los registros luego de la finalización de los servicios para asegurar un razonable acceso futuro. Los registros deberían ser mantenidos el número de años establecido por las leyes del estado o los contratos relevantes.

3.05 Facturación

Los trabajadores sociales deberían establecer y mantener procesos de facturación que reflejen exactamente la naturaleza y la extensión de los servicios suministrados y que identifican a aquellos que suministraron los servicios en el entorno del ejercicio profesional.

3.06 Transferencia de Clientes

(a) Cuando un individuo que se encuentra recibiendo servicios de otra agencia o colega contrata a un trabajador social por sus servicios, el trabajador social debería considerar cuidadosamente las necesidades del cliente antes de acordar suministrar los servicios. Para minimizar la posible confusión y conflicto, el trabajador social debería discutir con los potenciales clientes la naturaleza de la relación actual de los clientes con otros proveedores de servicios y las implicaciones, incluyendo posibles beneficios y riesgos, de ingresar en una nueva relación con un nuevo proveedor de servicios.

(b) Si un nuevo cliente ha sido servido por otra agencia o colega, los trabajadores sociales deberían discutir con el cliente si la consulta con el anterior proveedor del servicio ha sido en el mejor interés del cliente.

3.07 Administración

(a) Los administradores de trabajo social deberían defender dentro y fuera de sus agencias los recursos adecuados para hacer frente a las necesidades de sus clientes.

(b) Los trabajadores sociales deberían defender los procedimientos de asignación de recursos que son abiertos y justos. Cuando no todas las necesidades de los clientes pueden ser satisfechas, debería ser desarrollado un procedimiento de asignación de recursos que no fuera discriminatorio y que se basara en principios apropiados y consistentes.

(c) Los trabajadores sociales que son administradores deberían tomar las medidas necesarias para asegurar que se cuentan con los recursos de agencia y organizacionales adecuados o que están disponibles para suministrar una adecuada supervisión del personal.

(d) Los administradores del trabajo social deberían tomar las medidas razonables para asegurarse de que el entorno de trabajo del cual son responsables es consistente con y fomenta el cumplimiento del Código de Ética de la NASW. Los trabajadores sociales deberían tomar las medidas razonables para eliminar cualquier condición en su organización que viola, interfiere con, o desalienta el cumplimiento del Código.

3.08 Educación Continua y Desarrollo del Personal

Los administradores y supervisores del trabajo social deberían tomar las medidas razonables para suministrar o realizar los arreglos para educación continua y el desarrollo del personal del cual son responsables. La educación continua y el desarrollo del personal deberán tratar el conocimiento actual y los desarrollos emergentes relacionados con el trabajo social y la ética.

3.09 Compromisos con los Empleadores

(a) Los trabajadores sociales deberían generalmente adherir a los compromisos hechos a los empleadores y organizaciones que los emplean.

(b) Los trabajadores sociales deberían trabajar para mejorar las políticas de las agencias que los emplean y los procedimientos y la eficiencia y efectividad de sus servicios.

(c) Los trabajadores sociales deberían tomar las medidas razonables para asegurarse que los empleadores conozcan las obligaciones éticas de los trabajadores sociales tal como lo establece el Código de Ética de la NASW y de las implicaciones de esas obligaciones para el ejercicio profesional del trabajo social.

(d) Los trabajadores sociales no deberían permitir que la política de la organización empleadora, procedimientos, regulaciones, u órdenes administrativas interfieran con el ejercicio ético del trabajo social. Los trabajadores sociales deberían tomar las medidas razonables para asegurarse que los procedimientos de su organización empleadora son consistentes con el Código de ética de la NASW.

(e) Los trabajadores sociales deben actuar para evitar y eliminar la discriminación en la asignación de trabajos de las organizaciones empleadoras y en sus políticas y procedimientos de empleo.

(f) Los trabajadores sociales deberían aceptar empleo o arreglar la colocación de estudiantes sólo en las agencias que ejercitan prácticas de personal justas.

(g) Los trabajadores sociales deberían ser custodios diligentes de los recursos de sus agencias empleadoras, conservando sabiamente los fondos donde sea apropiado y nunca apropiándose de fondos o utilizarlos para propósitos no previstos.

3.10 Conflictos TrabajadorGerencia

(a) Los trabajadores sociales pueden involucrarse en acciones organizadas, incluyendo la formación y participación en sindicatos, para mejorar los servicios a los clientes y las condiciones de trabajo.

(b) Las acciones de los trabajadores sociales que se encuentran involucrados en conflictos laborales con la gerencia, acciones de trabajo, o huelgas deberían estar guiados por los valores, principios éticos y normas éticas de la profesión. Existen diferencias razonables de opinión entre los trabajadores sociales en relación a su obligación principal como profesionales durante una huelga que está ocurriendo o amenaza de paro o acción en el trabajo. Los trabajadores sociales deberían examinar detenidamente el posible impacto sobre los clientes antes de adoptar un curso de acción.

4. RESPONSABILIDADES ÉTICAS DE LOS TRABAJADORES SOCIALES COMO PROFESIONALES

4.01 Competencia

(a) Los trabajadores sociales deberían aceptar responsabilidades o empleo sólo en base a los conocimientos existentes o la intención de adquirir los conocimientos necesarios.

(b) Los trabajadores sociales deberían esforzarse para hacerse y permanecer competentes en la práctica profesional y en la ejecución de sus tareas profesionales. Los trabajadores sociales deberían examinar con sentido crítico y mantenerse al corriente con el conocimiento emergente relevante para el trabajo social. Los trabajadores sociales deberían revisar rutinariamente la literatura profesional y participar en educación continua relevante para la práctica del trabajo social y la ética del trabajo social.

(c) Los trabajadores sociales deberían basar la práctica de su profesión en el conocimiento reconocido, incluyendo el conocimiento empírico, relevante al trabajo social y a la ética del trabajo social.

4.02 Discriminación

Los trabajadores sociales no deberían practicar, perdonar, facilitar, o colaborar con ninguna forma de discriminación sobre la base de raza, etnia, nacionalidad, color, sexo, orientación sexual, edad, estado civil, creencia política, religiosa, o discapacidad mental o física.

4.03 Conducta Privada

Los trabajadores sociales no deberían permitir que su conducta privada interfiriera con su capacidad para cumplir con sus responsabilidades profesionales.

4.04 Deshonestidad, Fraude, y Engaño

Los trabajadores sociales no deberían participar en, perdonar, o estar asociados a maniobras deshonestas, fraude o engaño.

4.05 Impedimento

(a) Los trabajadores sociales no deberían permitir que sus propios problemas personales, estrés psicológico, problemas legales, abuso de sustancias, o dificultades de salud mental interfieran en su juicio profesional y desempeño o amenazaran los mejores intereses de la persona por la cual tienen una responsabilidad profesional.

(b) Los trabajadores sociales cuyos problemas personales, estrés psicológico, problemas legales, abuso de sustancias, o dificultades de salud mental interfirieran con su juicio profesional y desempeño deberían buscar inmediatamente consejo y tomar medidas correctivas apropiadas mediante la búsqueda de ayuda profesional, haciendo ajustes en su carga de trabajo, finalizando el ejercicio profesional, o tomando aquellas medidas necesarias para proteger a sus clientes y a terceros.

4.06 Distorsión

(a) Los trabajadores sociales deberían efectuar una clara distinción entre las declaraciones y acciones que lo involucran como un individuo privado y como un representante de la profesión de trabajador social, una organización de trabajo social o la agencia que emplea a trabajadores sociales.

(b) Los trabajadores sociales que hablen en nombre de organizaciones profesionales de trabajadores sociales deberían representar en forma precisa la posición oficial y autorizada de las organizaciones.

(c) Los trabajadores sociales deberían asegurarse que sus representaciones a los clientes, agencias y el público de calificaciones profesionales, credenciales, educación, conocimientos, afiliaciones, servicios suministrados, o resultados a ser alcanzados son precisos. Los trabajadores sociales sólo deberían invocar aquellas credenciales relevantes que actualmente poseen y tomar los pasos necesarios para corregir cualquier inexactitud o distorsiones en sus credenciales cometidas por terceros.

4.07 Solicitudes de consentimiento

(a) Los trabajadores sociales no deberían involucrarse en solicitudes de consentimiento no requeridas de potenciales clientes, debido a que por sus circunstancias, son vulnerables a influencia indebida, manipulación y coacción.

(b) Los trabajadores sociales no deberían involucrarse en solicitudes de consentimiento de aval de testimonios (incluyendo solicitudes de consentimiento de utilizar una declaración anterior de un cliente como apoyo a un testimonio) de los actuales clientes o de otras personas que, debido a sus circunstancias particulares, son vulnerables a una influencia indebida.

4.08 Reconocimiento del Crédito

- (a) Los trabajadores sociales deberían asumir la responsabilidad y el crédito, incluyendo el crédito por la autoría, sólo del trabajo que realmente han efectuado y al cual han contribuido.
- (b) Los trabajadores sociales deberían reconocer honestamente el trabajo y las contribuciones realizadas por otros.

5. RESPONSABILIDADES ÉTICAS DE LOS TRABAJADORES SOCIALES CON LA PROFESIÓN DEL TRABAJO SOCIAL

5.01 Integridad de la Profesión

- (a) Los trabajadores sociales deberían trabajar para el mantenimiento y promoción de elevados estándares de ejercicio profesional.
- (b) Los trabajadores sociales deberían mantener y avanzar en los valores, la ética, el conocimiento y la misión de la profesión. Los trabajadores sociales deberían proteger, elevar y mejorar la integridad de la profesión a través del estudio y la investigación, la discusión activa, y la crítica responsable de la profesión.
- (c) Los trabajadores sociales deberían contribuir con tiempo y experiencia profesional a las actividades que promueven el respeto por los valores, la integridad y la competencia de la profesión de trabajo social. Estas actividades podrían incluir la enseñanza, la investigación, el asesoramiento, el servicio, el testimonio legislativo, presentaciones a la comunidad, y participación en sus organizaciones profesionales.
- (d) Los trabajadores sociales deberían contribuir a la base de conocimiento del trabajo social y compartir con los colegas su conocimiento relativo al ejercicio de la profesión, investigación, y ética. Los trabajadores sociales deberían buscar contribuir a la literatura de la profesión y compartir su conocimiento en reuniones profesionales y conferencias.
- (e) Los trabajadores sociales deberían actuar para evitar el trabajo social no autorizado y no calificado.

5.02 Evaluación e Investigación

- (a) Los trabajadores sociales deberían observar y evaluar políticas, implementación de programas y procedimientos intervención.
- (b) Los trabajadores sociales deberían promover y facilitar la evaluación e investigación para promover el desarrollo del conocimiento.
- (c) Los trabajadores sociales deberían examinar en forma crítica y mantenerse al tanto del conocimiento corriente relevante al trabajo social y utilizar totalmente la evaluación y la evidencia de la investigación en su ejercicio profesional.

(d) Los trabajadores sociales involucrados en evaluación o investigación deberían considerar cuidadosamente las posibles consecuencias y seguir lineamientos desarrollados para la protección de la evaluación y de los participantes de la investigación. Deberían consultarse a las juntas de revisión institucional apropiadas.

(e) Los trabajadores sociales involucrados en evaluación o investigación deberían obtener el consentimiento voluntario, informado y escrito, cuando fuera apropiado, de los participantes en la investigación, sin ningún castigo o penalidades caso de que se rehusaran a participar; sin inducirlos indebidamente a participar; y con el debido cuidado por el bienestar, la privacidad y la dignidad de los participantes. El consentimiento informado debería incluir la información acerca de la naturaleza, extensión, y duración de la participación solicitada y la información de los riesgos y beneficios de la participación en la investigación.

(f) Cuando los participantes en la evaluación o en la investigación sean incapaces de brindar consentimiento informado, los trabajadores sociales deberán suministrar una explicación apropiada a los participantes, obtener la aprobación de los participantes en la medida de que sean capaces y obtener consentimiento escrito de un apoderado apropiado.

(g) Los trabajadores sociales jamás deberían diseñar o conducir una evaluación o investigación que no utilice procedimientos consentidos, tales como ciertas formas de observación naturalista e investigación de registros, a menos que una revisión rigurosa y responsable haya encontrado que es justificable debido a su valor científico prospectivo, educacional o valor aplicado y a menos que procedimientos alternativos igualmente efectivos que no implican renuncia de consentimiento no sean posibles.

(h) Los trabajadores sociales deberían informar a los participantes de su derecho a retirarse de una evaluación e investigación en cualquier momento sin ninguna penalidad.

(i) Los trabajadores sociales deberían tomar las medidas necesarias para asegurarse que los participantes en una evaluación e investigación tienen acceso a los apropiados servicios de apoyo.

(j) Los trabajadores sociales involucrados en una evaluación o investigación deberían proteger a los participantes de dolor físico o mental, daño, peligro o privaciones de carácter injustificado.

(k) Los trabajadores sociales involucrados en la evaluación de servicios deberían discutir la información recolectada sólo con propósitos profesionales y con personas involucradas profesionalmente con esta información.

(l) Los trabajadores sociales involucrados en una evaluación o investigación deberían asegurar el anonimato o confidencialidad de los participantes y de los datos obtenidos de ellos. Los trabajadores sociales deberían informar a los participantes de cualquier límite a la confidencialidad, las medidas que se van a tomar para asegurar la confidencialidad y cuando los registros que contienen los datos van a ser destruidos.

(m) Los trabajadores sociales que reporten los resultados de una evaluación e investigación deberían proteger la confidencialidad de los participantes mediante la omisión de información identificatoria a menos que hayan obtenido un consentimiento apropiado autorizando la revelación.

(n) Los trabajadores sociales deberían reportar los hallazgos de la evaluación e investigación en forma precisa. Ellos no deberían fabricar o falsificar resultados y deberían tomar todas las medidas para corregir cualquier error hallado posteriormente en la publicación de los datos utilizando métodos estándares de publicación.

(o) Los trabajadores sociales involucrados en la evaluación o investigación deberían estar alertas a y evitar conflictos de intereses y relaciones duales con los participantes, deberían informar a los participantes cuando un conflicto real o potencial surge, y deberían tomar las medidas para resolver la cuestión de forma de priorizar los intereses de los participantes.

(p) Los trabajadores sociales deberían educarse a sí mismos, a sus estudiantes, y a sus colegas acerca de procedimientos responsables de investigación.

6. RESPONSABILIDADES ÉTICAS DE LOS TRABAJADORES SOCIALES HACIA EL RESTO DE LA

SOCIEDAD

6.01 Bienestar Social

Los trabajadores sociales deberían promover el bienestar general de la sociedad, del nivel local al global, y el desarrollo de las personas, sus comunidades y sus entornos. Los trabajadores sociales deberían defender las condiciones de vida conducentes a la satisfacción de las necesidades humanas básicas y deberían promover los valores sociales, económicos, políticos y culturales y las instituciones que son compatibles con la realización de la justicia social.

6.02 Participación Pública

Los trabajadores sociales deberían facilitar la participación informado del público en la elaboración de las políticas sociales e instituciones.

6.03 Emergencias Públicas

Los trabajadores sociales deberían suministrar apropiados servicios profesionales durante emergencias públicas en la mayor medida posible.

6.04 Acción Política y Social

(a) Los trabajadores sociales deberían involucrarse en acciones sociales y políticas que busquen asegurar que la persona tenga un acceso equitativo a los recursos, empleos, servicios y oportunidades que requieran para satisfacer sus necesidades humanas básicas y para desarrollarse plenamente. Los trabajadores sociales deberían estar al tanto del impacto de las cuestiones políticas en la práctica y defender los cambios de política y en la legislación para mejorar las condiciones sociales en orden de satisfacer las necesidades humanas básicas y promover la justicia social.

(b) Los trabajadores sociales deberían actuar para expandir las elecciones y las oportunidades para todas las personas, con especial atención en los vulnerables, los que se encuentran en desventaja, los oprimidos y las personas y grupos explotados.

(c) Los trabajadores sociales deberían promover las condiciones que alientan el respeto por la diversidad social y cultural dentro de los Estados Unidos y globalmente. Los trabajadores sociales deberían promover políticas y procedimientos que demuestren respeto por las diferencias, alientan la expansión del conocimiento cultural y los recursos, defender los programas e instituciones que demuestren competencia cultural y promover políticas que salvaguarden los derechos de y confirmen la equidad y la justicia social para las personas.

(d) Los trabajadores sociales deberían actuar para evitar y eliminar la dominación de, la explotación de, y la discriminación contra cualquier persona, grupo, o clase sobre la base de raza, etnia, nacionalidad, color, sexo, orientación sexual, edad, estado civil, creencia política, religión, o discapacidad mental o física.z

*Para información sobre los procedimientos de resolución de quejas de la NASW, ver los Procedimientos de resolución de quejas de la NASW.

<http://www.socialworkers.org/pubs/code/code.asp>

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