

Value – A belief located within our total belief system that is generally concerned with what is good, desirable or preferable.

Ethics are usually derived from values, which then form standards. These standards guide decision-making and behaviors and indicate what is right or wrong. Conflicting values and ethics can present challenges for family support professionals on a deeper level.

Family Support Professional Principles

- Relationship-building
- Programs in communities
- Enhancing family capacity
- Affirming diversity
- Program planning, governance and administration

General Obligations for Family Support Professionals

- Non-discrimination
- Competence
- Professional conduct
 - Mandatory reporting
 - Confidentiality
 - Closing cases, referrals and transitions
- Avoiding harm

Ethical Decision-Making Framework

1. Identify the dilemma, the ethical question and the facts of the situation. Determine the conflicting values, ethical principles and issues to be addressed.
2. Identify those who are likely to be affected by the decision.
3. Identify all variable courses of action.
4. Examine the pros and cons for each course of action.
5. Consult with colleagues, supervisors and appropriate experts if needed.
6. Make the decision and document the decision-making process.
7. Implement the decision.
8. Monitor, evaluate and document the outcomes.



Self-Care

1. Set limits
2. Social support system
3. Reflective supervision

Resources

Chapter 1: Welcome

Chapter 2: Ethics and Values

- Principles of Family Support Practice - [Handout](#)

Chapter 3: Ethical Issues and Family Support Professionals

- General Obligations – [Handout](#)
- Personal and Professional Values - [Video](#)
- Conflict of Interest - [Handout](#)

Chapter 4: Protecting the Family's Interests

- Self-Determination – [Handout](#)
- Confidentiality and Privacy - [Handout](#)
- Informed Consent - [Video](#) and [Transcript](#)
- Closing Cases and Referrals - [Handout](#)

Chapter 5: Decision-Making in Family Support Practice

- Agency Policies and Procedures - [Video](#)
- Ethical Decision-Making Guidelines – [Handout](#)
- 8 Steps Framework - [Handout](#)

Chapter 6: Ethical Case Studies

- No videos or handouts

Chapter 7: Self-Care

- Work-Related Stress – [Handout](#)
- Causes and Symptoms of Work Stress - [Video](#)
- Healthy and Unhealthy Coping Strategies - [Video](#)