

The Spirit
of **Intervenors:**
The Quest Continues

The Quest for Ethics

**Contributions and
Commitments**

Our Agenda Today

- Review – Why We have a Code of Ethics
- Ethics and Values, Complete the Puzzle
- Ethical Self Evaluation – Group Exercise
- Putting a Code of Ethics into Practice - Group Exercise
- Time to Share – Reporting Back
- Goody Bag – Actions for Tomorrow



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Why We have a Code of Ethics

- Standards of conduct/practice
- Provide direction - decision making
- Benchmarks for members - self evaluation
- Public is protected in the delivery of service

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Definition: What is Ethics?

Ethics is that branch of philosophy dealing with the rightness or wrongness of human actions and conduct.

In practical terms, the study of ethics attempts to set standards for people's behaviour in business, medicine and fields like Intervention.

- Standards of conduct/practice
- Provide direction - decision making
- Benchmarks for members - self evaluation
- Public is protected in the delivery of service

Family



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Freedom of Choice



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Generational Cohorts

- **Silents**
 - mid-1920s to early 1940s
 - 60s to 80s
- **Baby Boomers**
 - early 1940s to early 1960s
 - 40s to 60s
- **Generation Xers**
 - early 1960s to early 1980s
 - 20s to 40s
- **Millennials**
 - early 1980s to early 2000s(?)
 - 0s to 20s

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Silents

mid-1920s to early 1940s 60s to 80s

Baby Boomers

early 1940s to early 1960s 40s to 60s

Generation Xers

early 1960s to early 1980s 20s to 40s

Millennials

early 1980s to early 2000s(?) 0s to 20s

In this day and age, you may have four generations coexisting in today's workplace (peers and/or consumers).

Understanding the various Generational Cohorts and their value systems will enhance your ability to relate to and work along side of each other.

Leadership



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What should shape and guide our performance? What is the role of individual conscience? How do organizational culture, structure and processes impact on our individual ethical performance?

Understanding our own value system is important in understanding how we approach intervention services. Others may hold different values, as strongly held as our own, which will require collaboration and negotiation to work through.

Today I hope to raise your awareness of the connection between your values, your professional identity, and the interdisciplinary collaboration often required in our field.

Group Exercise



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Ethical Self Evaluation

| REPORT CARD | | | | |
|--|---------|-------|---|---|
| GRADING PERIOD | 1 | 2 | 3 | 4 |
| READING | A | | | |
| WRITTEN COMMUNICATION | A | | | |
| MATHEMATICS | C | | | |
| SCIENCE/HEALTH | B | | | |
| SOCIAL STUDIES | B | | | |
| ART | A | | | |
| MUSIC | A | | | |
| PHYSICAL EDUCATION | C | | | |
| | | | | |
| | | | | |
| Grade Average | B | | | |
| Attendance: | Present | 00 | | |
| | Absent | 0 | | |
| | Tardy | 1 | | |
| <small>A = Excellent • B = Good • C = Satisfactory • N = Needs Improvement U = Unsatisfactory • I = Incomplete / Incomplete</small> | | | | |
| Student: | Grade: | Year: | | |

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We'll take some time to complete the Ethical Self Evaluation sheet.

You may be more comfortable to follow along and complete the evaluation sheet at a later time.

Results will not be shared with the group.

The IOO Code of Ethics will be on the screen to assist with answering some of the questions.

I encourage each of you to do the Ethical Self Evaluation yearly.

IOO CODE OF ETHICS

The intervenor will use discretion when accepting assignments with regard to the intervening skills required, the setting, and the individuals involved. The intervenor will only accept assignments for which she-he is qualified.

The intervenor will keep all information relating to the deaf-blind person strictly confidential.

The intervenor will accurately convey the meaning and intent of the message including both auditory and visual information.

The intervenor will strive to obtain the necessary background information required to work with the deaf-blind person, and use her/his preferred mode of communication.

The intervenor will provide a reactive environment for the deaf-blind person.

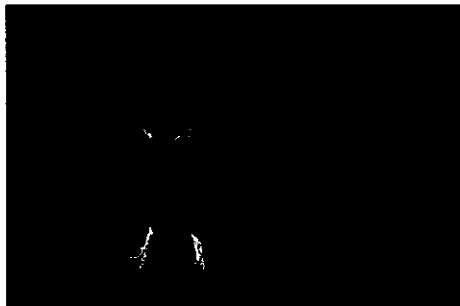
The intervenor will be knowledgeable in sighted guide techniques so that the safety of the deaf-blind person is not compromised.

The intervenor will strive to gain further knowledge and skill in all areas of intervention.

The intervenor will maintain a professional manner throughout all facets of the intervention process.

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The Story of the Chicken and the Pig



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You may have heard the story about the chicken and the pig in a barnyard one morning.

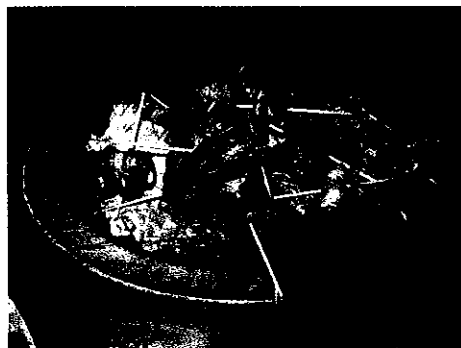
They're both hungry, and they decide they could really go for some breakfast.

The pig says, "what did you have in mind?"

And the chicken says, "I was thinking maybe some eggs and bacon."

The pig hesitates for a moment

Something to Think About...



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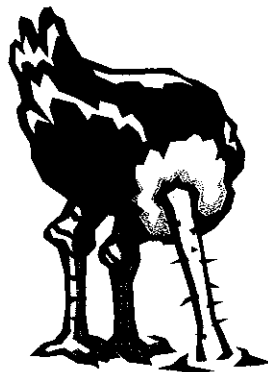
“Well, for you that would require a **contribution**.

For me it would mean a total commitment”.

Our value systems, age, gender, training, and upbringing all impact and form our ethical foundation.

Some of us will make contributions while others will be fully committed to an ethical approach in their daily service provision.

Avoidance is NOT an Option...



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As the community seeks a higher level of service...

We see funders building in systems to improve accountability

Consumers seeking a higher skill level

Agency leaders must live the vision, mission, and set an example of ethical behaviour.

Individual Intervenors need to be able and willing to demonstrate ethical leadership...

Time to Share – Group Exercise



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Each table has a question or situation to review

You will be asked to record your answers and report back to the larger group.

- What conflicts/concerns may you have in the given situation?
- Under the Code of Ethics what issues exist in the given situation?
- How might you resolve this situation?

The Intervenor Organization of Ontario Code of Ethics will be posted to assist your group.

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Group Reports



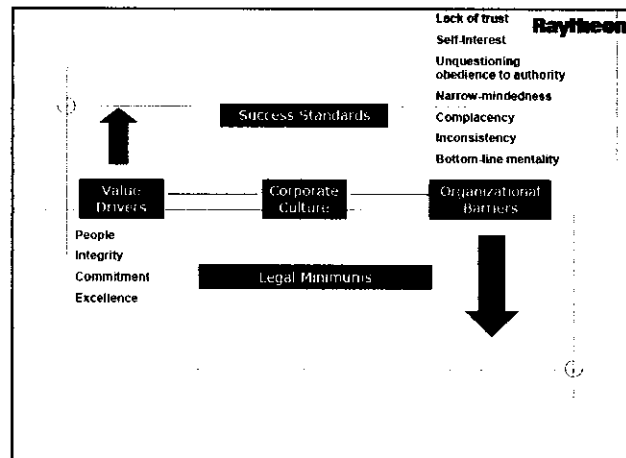
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Some common themes that came out of the situations:

- Intervenors need to understand their role.
- The consumer is central in the decision making and working with you.
- Teams need to take the time to review what are the internal procedures regarding ethical and legal concerns (staff and/or consumers).
- Ongoing training – opportunities for professional development and sharing are needed.
- Put Ethics on the agency agenda – staff and Board level.

To provide a professional, ethical service, Intervenors must always be striving for self-improvement in one's professional knowledge, skills and abilities, work with groups and individuals, and one's emotional well-being.

Ethics In Action



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We have laws to assist with standards.

We need to look to our agency's values.

What is key is our individual willingness and not merely compliance to perform in an ethical manner.

Goody Bag – Actions for Tomorrow

- Request that your next staff meeting include a discussion about ethics. What are your internal procedures?
- Relate the Code of Ethics to individual performance reviews
- Perform ongoing reviews of the agency mission, vision, business plan, and internal values.
- Maintain self-awareness i.e.: Be aware of personal needs, feelings, values, and limitations which may interfere with the group and the individuals in the group process.
- Utilize ongoing self-evaluation, peer support, consultation, supervision, continuing education and/or personal therapy to evaluate one's strengths, limitations, biases or levels of effectiveness as an Intervenor.

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Ongoing review of staff, organizational policies, and consumer needs.

If an Intervenor professional organization does not exist in your community, seek out other professional groups (interpreters, social workers, and personal support workers).

Performance Reviews –

Intervenor – working with your supervisor, ask consumers to complete your evaluation or provide feedback on areas for improvement.

Supervisors – seek Board, community leaders, and staff input for your review.

Goody Bag – Actions for Tomorrow

- Conduct yearly Individual Ethical Assessment
- Conduct yearly Organizational Ethical Assessment
- As an individual or organization -- Join the Intervenor Organization of Ontario or your local professional group (Interpreters, Personal Support Workers, Other)
- Offer workshops to consumers and their families related to the Code of Ethics
- Provide the Code of Ethics/Code of Conduct
 - Post to your agency website
 - Post it in the staff room
 - Provide it to new hires
 - Make it part of your volunteer training
- Make your information available to consumers
 - website (internal or external)
 - newsletter
 - meetings/workshops
 - mailing
 - consumer information package
 - posting on information board

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Contributions and Commitments

And as we let our own light shine, we unconsciously give other people permission to do the same. As we're liberated from our own fear, our presence automatically liberates others.

Words quoted by Nelson Mandela in one of his speeches.



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Commitment comes in all shapes and sizes... contributions do as well.

We all have a role to play in moving our profession forward.

Individual Intervenors can and should be Ethical Leaders

Footnotes

- Canadian Ethics University Programs – Canadian Universities, 2009
- Quest for Meaning: Values, Ethics, and the Modern Experience, The University of Texas at Austin, 2009
- “Intervenor Report Card, A Retrospective Look at the IOO: A Showcase of Successes and Future Needs, Katherine Hesson-Bolton, IOO AGM 2008
- Intervenor Organization of Ontario, Code of Ethics
- George S May Blog, Ethical Self – Assessment
- American College of Healthcare Executives, Self – Assessment

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Footnotes

- Moving Beyond the Hype about Generational Diversity, Fall 2007
- *Generations: The History of America's Future, 1584 to 2069* by William Strauss and Neil Howe, Morrow and Co., p. 79.
- "Ethics in Action, Comprehensive Training Programs: Talking Business Ethics to the Next Level", *EOA Sponsoring Partner Form, April 19, 2001*
- Ethical Resources, Ethics Practitioners' Association of Canada, 2009
- Canadian Bar Association: Public Legal Information Organizations, 2009
- I See and Am Silent/I See and Speak Out: The Ethical Dilemma of Whistleblowing, Canadian Nurses Association, November 1999

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Your Feedback is Welcomed

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Subject: The Quest for Ethics

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