

Got Ethics!?

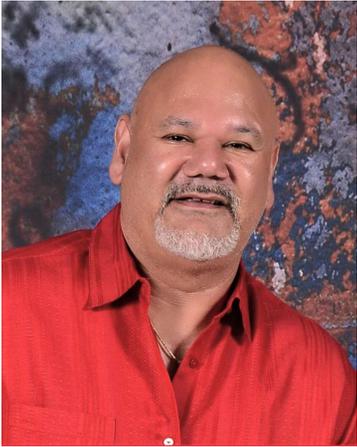
Creating and Maintaining Healthy Boundaries in the Workplace



Ruben Rivera-Jackman, MNPL
Director of Supportive Services
rubenr@imaginehousing.org
(425) 576-5190 ext. 20

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Ruben



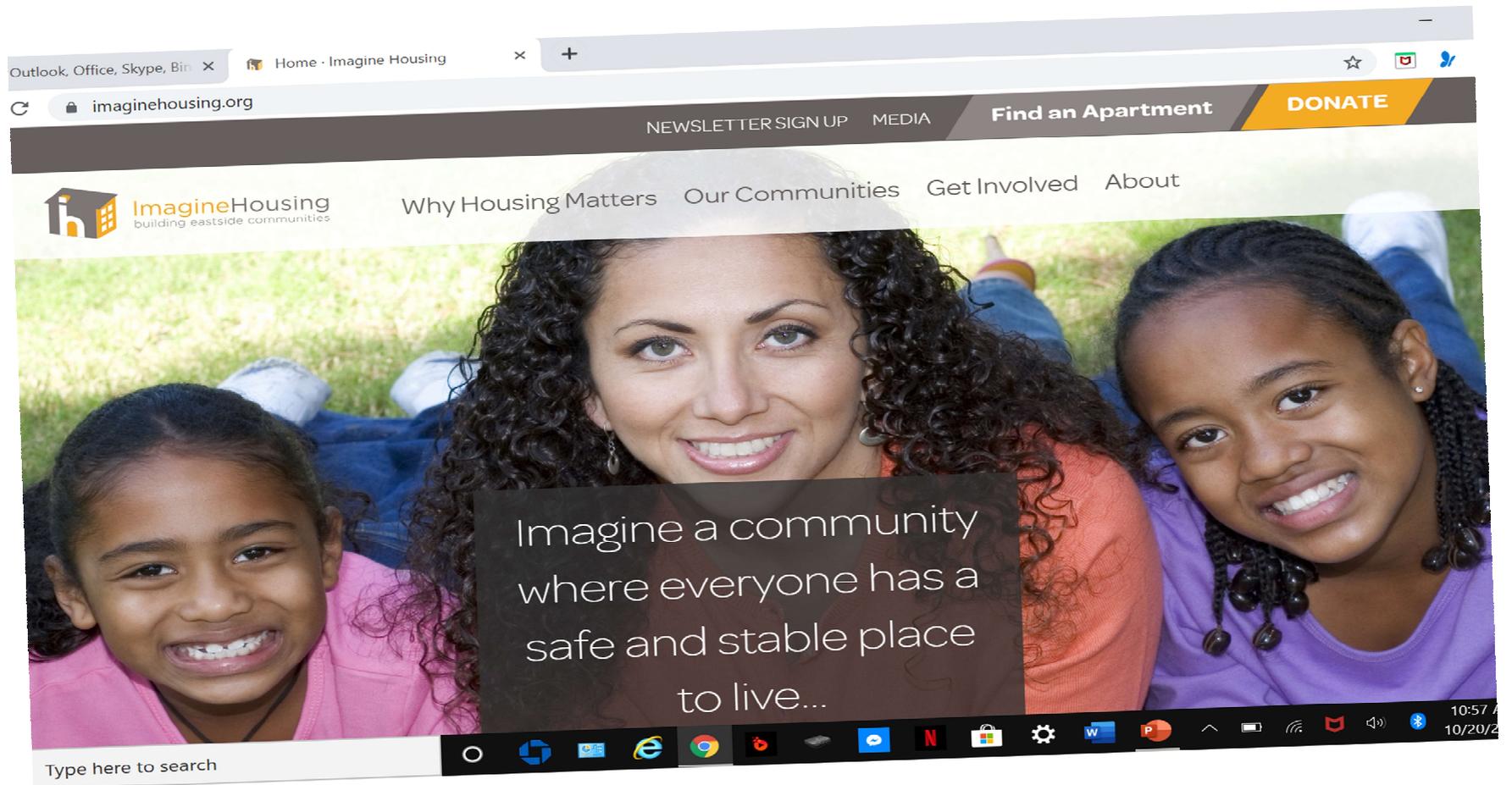
- ③ 30+ years of experience working in the affordable housing and social services sectors.
 - ③ Education: MNPL, GMHS, CDP
 - ③ Director of Supportive Housing
 - 14 Affordable Housing Communities
 - 10 FTEs (Case Managers)
 - Serve 600+ households (Single adults, Families with children, Older-adults and Veterans)
 - Funding: LIHTC, CDBG, HOME, State and City funding
- www.imaginehousing.org
- rubenr@imaginehousing.org





- Our mission is to develop affordable housing, build welcoming communities, and foster vibrant futures.
- Our vision is an Eastside with interconnected and welcoming communities where all people can live, learn, work and play.





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Why Housing Matters

Our Communities

Get Involved

About



About

Resident Success Stories

Imagine 1000

Our Team

Careers at Imagine Housing

Board of Directors

Young Professionals Board

Take-Aways

- Define ethics.
- Identify personal and professional values.
- Understand the importance of maintaining healthy boundaries.



Take-Aways

- Recognize characteristics of healthy and unhealthy boundaries.
- Pinpoint strategies to address dilemmas.
- Explore resources.



immoral many social term
study understand single based
ethical benefit approach wrong
moral lessons minds applied decide
philosophy political example issues philosophical
time dimension mean may independent
concept involves place
seperation contemporary human
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What does the term “Ethics” mean to you?

Ethics

Ethics in business
moral principles
rules and regulation
of right conduct rec
values that guide t

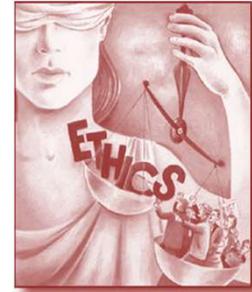


Group Brain-Storming Exercise

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Ethics Defined



- Derived from the Greek word *ethos* which refers to one's “character”.
- At its simplest, ethics is a system of moral principles.

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Ethics Defined



- Set of guidelines for conduct.
- Although they are not laws or rules, a violation may lead to legal ramifications or negative consequences.

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Ethics Defined



- ✓ Affects how people make decisions and lead their lives.
- Helps us navigate the gray area between absolute right and morally wrong.

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Ethics Defined

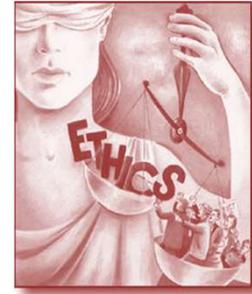


- ✓ Standards that governs the conduct of members of a profession.
- ✓ American Association of Service Coordinators
- ✓ Code of Ethics: ASSC, IREM, NARPM.

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Ethics Defined



- ✓ Study of principles relating to right and wrong conduct.



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PRINCIPLES OF ETHICS



AUTONOMY



BENEFICENCE



NONMALEFICENCE



JUSTICE

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Principles of Ethics

- Autonomy
- Beneficence
- Non-Maleficence
- Veracity
- Justice
- Respect
- Professionalism
- Role Fidelity

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Autonomy

- Greek word “autos-nomos” meaning self-rule, or self-determination.
- Refers to the capacity of a rational individual to make an informed and un-coerced decision.



Autonomy

Residents have a right to self-determination, even if at times, we do not agree with their decisions, or choices.

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Beneficence

Obligation that we engage in actions that promotes well-being and serves the best interests of the residents we serve.

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Non-Maleficence

- Obligation that we act in ways that do not inflict, or cause avoidable or intentional harm.
- *First, Do No Harm!*

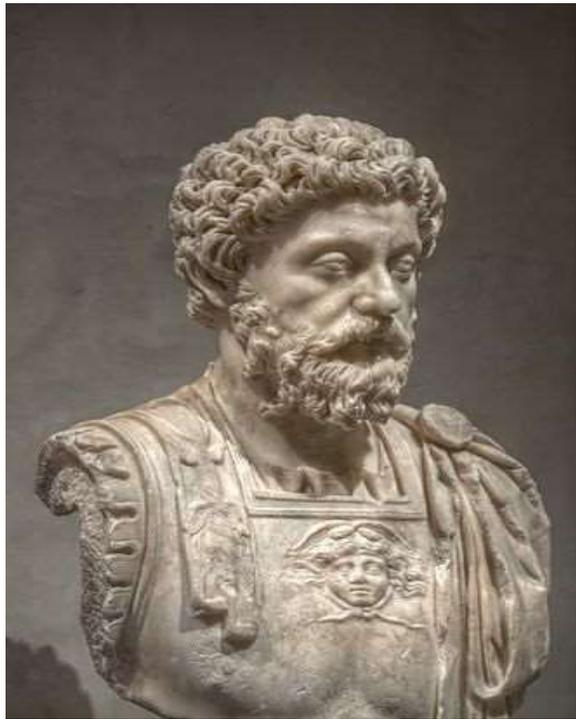


Veracity

- Principle of truth telling, grounded in respect for the residents we serve.
- Basic expectation that we are honest in all of our interactions.



If it is not right, do not do it
If it is not true, do not say it.



Marcus Aurelius
Roman Emperor
from 161 to 180 A.D.

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Justice/Equity

- Requires that we act in ways that treat people equitably and distribute benefits and burdens fairly.
- What we do for one, we must be willing to do for all.



Respect

Refers to the concept that we afford and treat all residents with respect and that all residents deserve the right to fully exercise their autonomy.



Professionalism

Code of ethics and standards of practice for a particular profession that are typically agreed upon and maintained through widely recognized professional associations.
(NASW, AASC, IREM)

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Role Fidelity

Faithful devotion to duty which entails specific loyalties associated with a particular professional designation.



The Importance of Talking About Ethics

- Housing professionals carry out many functions of helping people so that the mission and goals of the housing provider can be accomplished.
- Regardless of profession or the field of work one belongs to, ethics is an important part of the work.



The Importance of Talking About Ethics

- Success is dependent on how the housing professional deals with challenging situations.
- If they are dealt with ethically, the chances are positive for growth and development.



The Importance of Talking About Ethics

- Housing professionals work with a diverse and vulnerable group of individuals with a variety of needs who may also present with poor or unhealthy boundaries.
- Encounter dilemmas may create ethical and boundary issues and concerns.



The Importance of Talking About Ethics

- Guides our behavior and ensures we complete our work with honesty and integrity.
- Helps us to adhere to our Organization's policies & procedures.
- Safeguards the employee and the employer's reputation.



When Do We Use Ethics?

- ✓ On a daily-basis
- ✓ When determining the best practices in meeting the needs of our residents.
- ✓ When we are unsure of how to proceed or struggling with a dilemma. (grey areas)



Front Page of Newspaper Litmus Test



How would I feel if the consequences of my behavior and actions made the front page of the newspaper?

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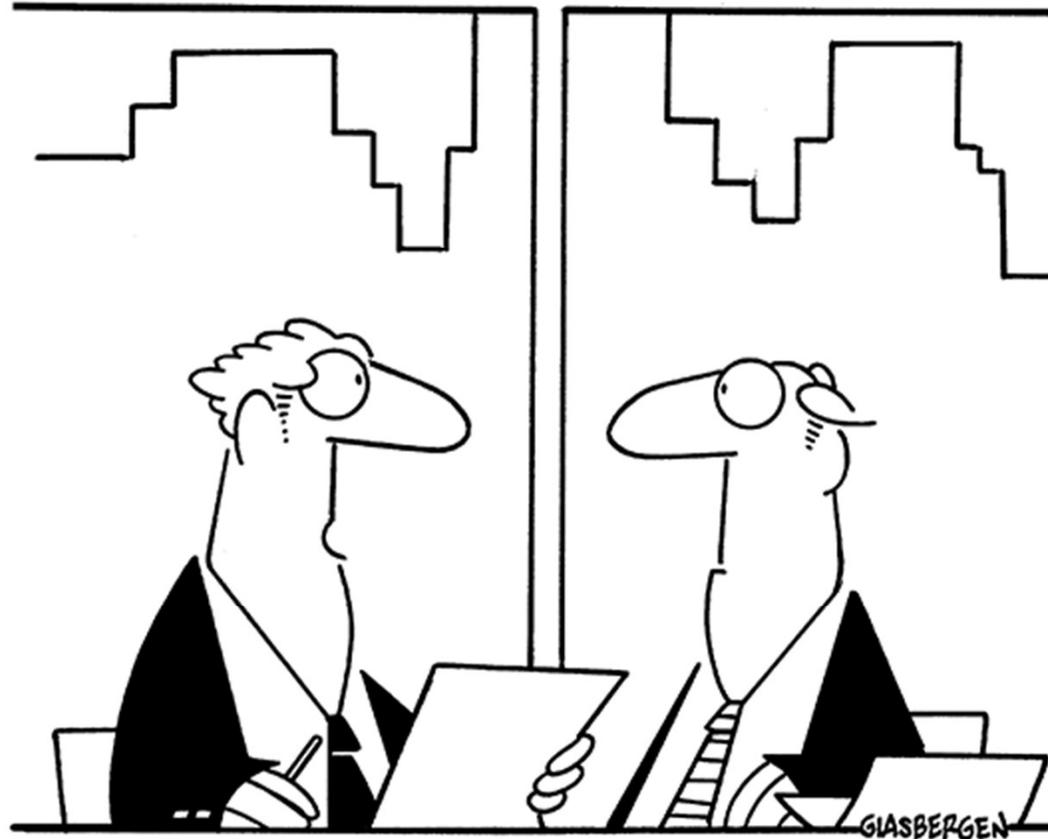
9/6/2011

City of Seattle employee who drove a City pool car to Snoqualmie Casino during work hours, then rushed back to Seattle to attend an ethics seminar received a citation for speeding, according to an investigation by the City Ethics and Elections Commission.

Case manager in the Aging and Disability Services Division, said she went to the casino to retrieve a missing wallet and viewed it as an emergency situation.



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**“The way I see it, unethical ethics
are better than no ethics at all.”**

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Questions for Introspection



1. Did I do more-good than harm?
2. Did I treat people with dignity and respect?
3. Was I fair and just?
4. Was my community better because I was in it? Was I better because I was in my community?

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Ethics, Morals, Values

- **Ethics** , derived from the Greek word *ethikos* (character), deals with the concepts of right and wrong; standards of how people ought to act.
 - Norms, Values, and The Law
- **Morals**, derived from the Latin word *moralis*, deals with manners, morals, character.
- Ethics and morals are essentially the same.
- **Values** are basic and fundamental beliefs that guide or motivate attitudes or actions

VALUES VS ETHICS

VALUES

What is Important?

What should I achieve?

Differ from person to person

Motivates

ETHICS

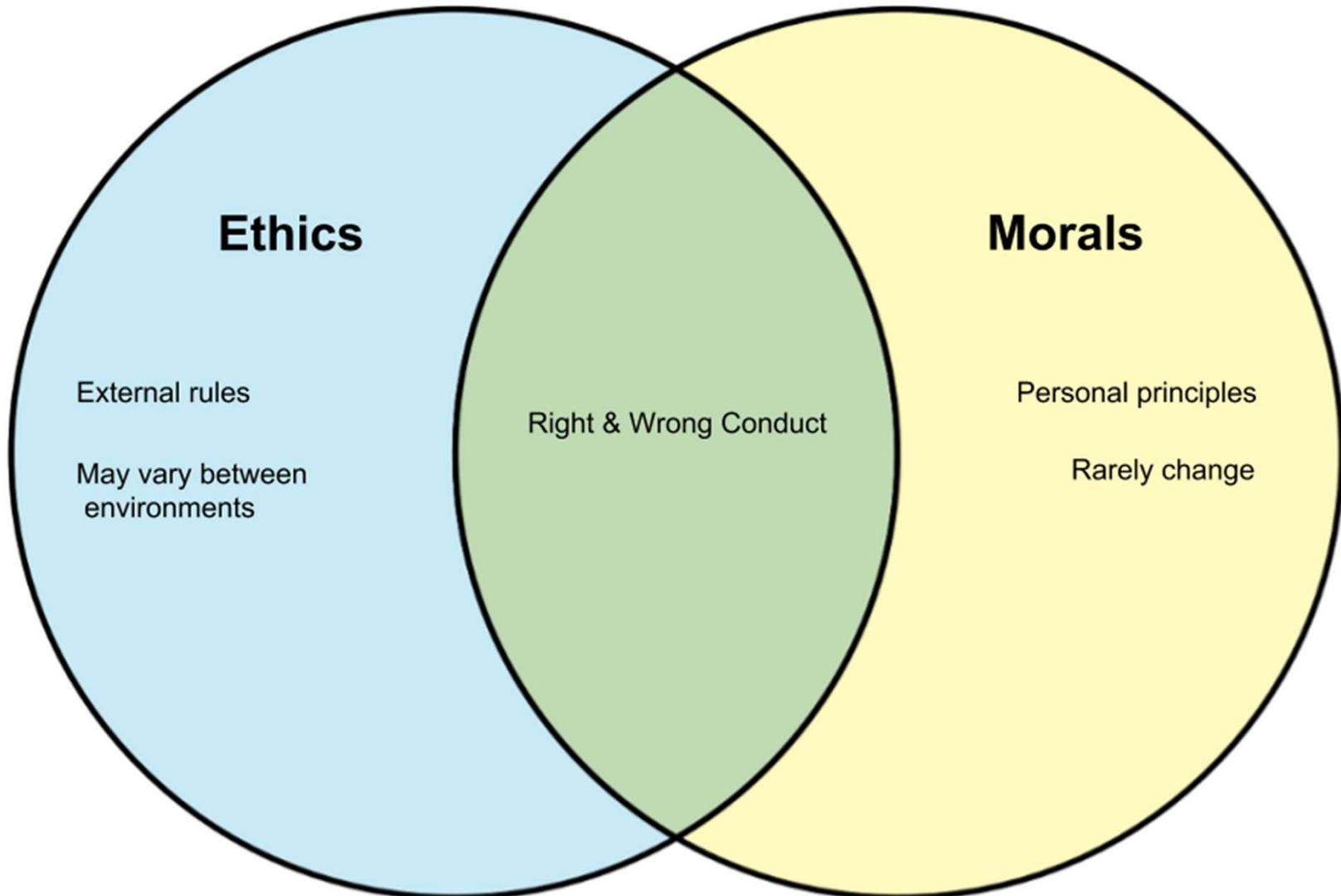
What is Right?

What is the correct action?

Usually considered universal

Constrains

For details refer - www.ClearIAS.com



Ethics

External rules

May vary between environments

Morals

Personal principles

Rarely change

Right & Wrong Conduct

Our Ethics and Morals are Influenced by our Values

① Personal Values/Morals

② Professional/Organizational Values

③ Cultural Values

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Personal Values are.....

- What we choose to regard as ethically relevant or worth owning and standing up for
- They say something about us and who we are
- Although we may hold values in common with others the 'set' of values we come to hold are individual to us.

Examples of Different Values

Personal Values	Family Values	Business Values	Social Values And Spiritual Values
Good health Discipline Punctuality Integrity Commitment Achievement Pleasure Beauty and looking good Perfection Adventure Courage Honesty Fun and joy Patience Freedom Openness Appreciation Recognition	Good Family Life Peace and harmony Trust Respect Responsibility Security Quality time Support and care	Success and the accomplishment Honesty and loyalty Quality work Customer care Creativity Teamwork Integrity Perfection Efficiency Effectiveness Competence Integrity	Flexibility Hospitality Gentleness Oneness Patience and tolerance Generosity Gratitude Compassion Friendship Equality Honesty and truthfulness Unconditional love Peace and harmony Contentment

Our Ethical Orientation is Shaped by our Experiences

- ① Your ethical orientation will evolve as you continue in your career.
- ② With each ethical dilemma you encounter, there are lessons to be learned.



BOUNDARIES

having healthy relationships



Boundaries Defined

- I. Something that indicates bounds or limits; a limiting or bounding line.
- II. The rules that define the limits of professional behavior.



Boundaries Defined

A Dividing Line

distinguishing between two things

Okay _____ *Not Okay*

right/wrong, good/bad,
appropriate/inappropriate,

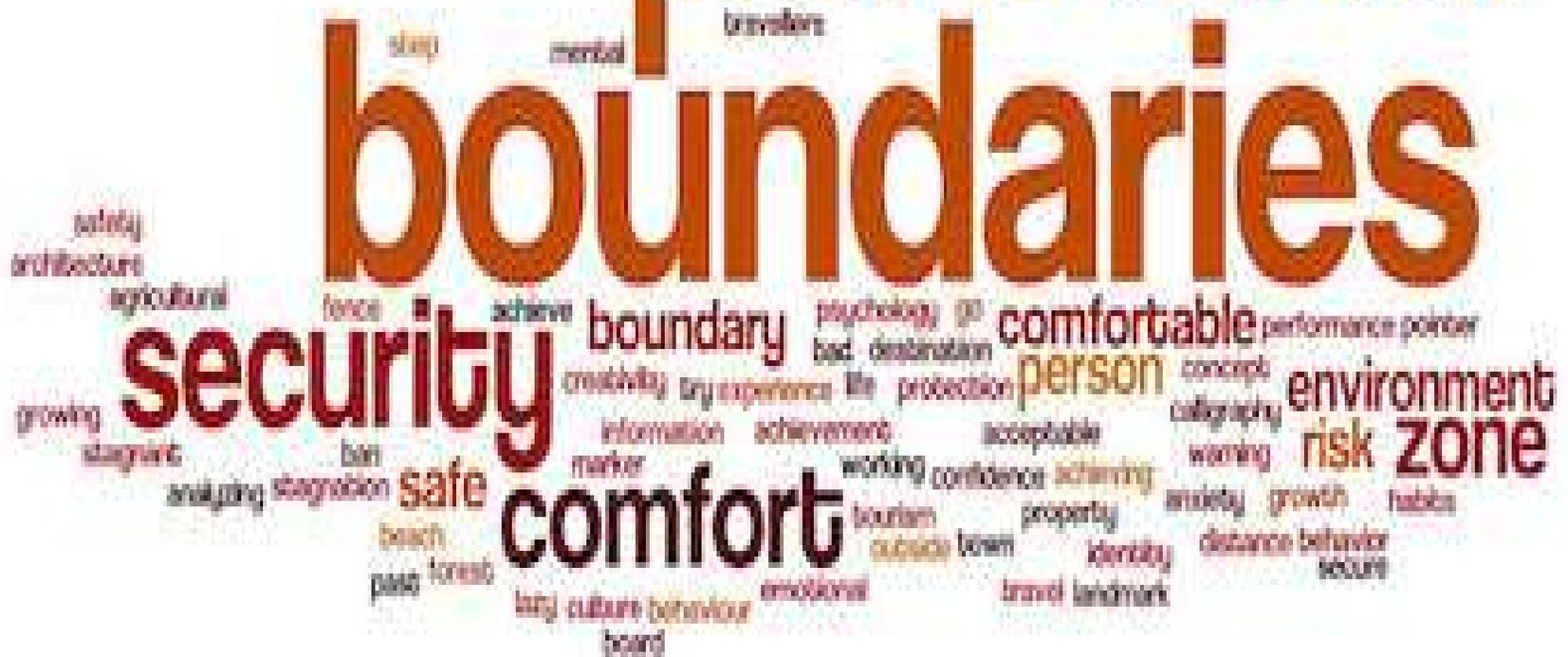
may not always be crystal clear

The line that separates the You
from the Residents you serve.





personal boundaries



Personal Boundaries

Guidelines, rules or limits that a person creates to identify reasonable, safe, and permissible ways for other people to behave towards them and how they will respond when someone violates those limits .

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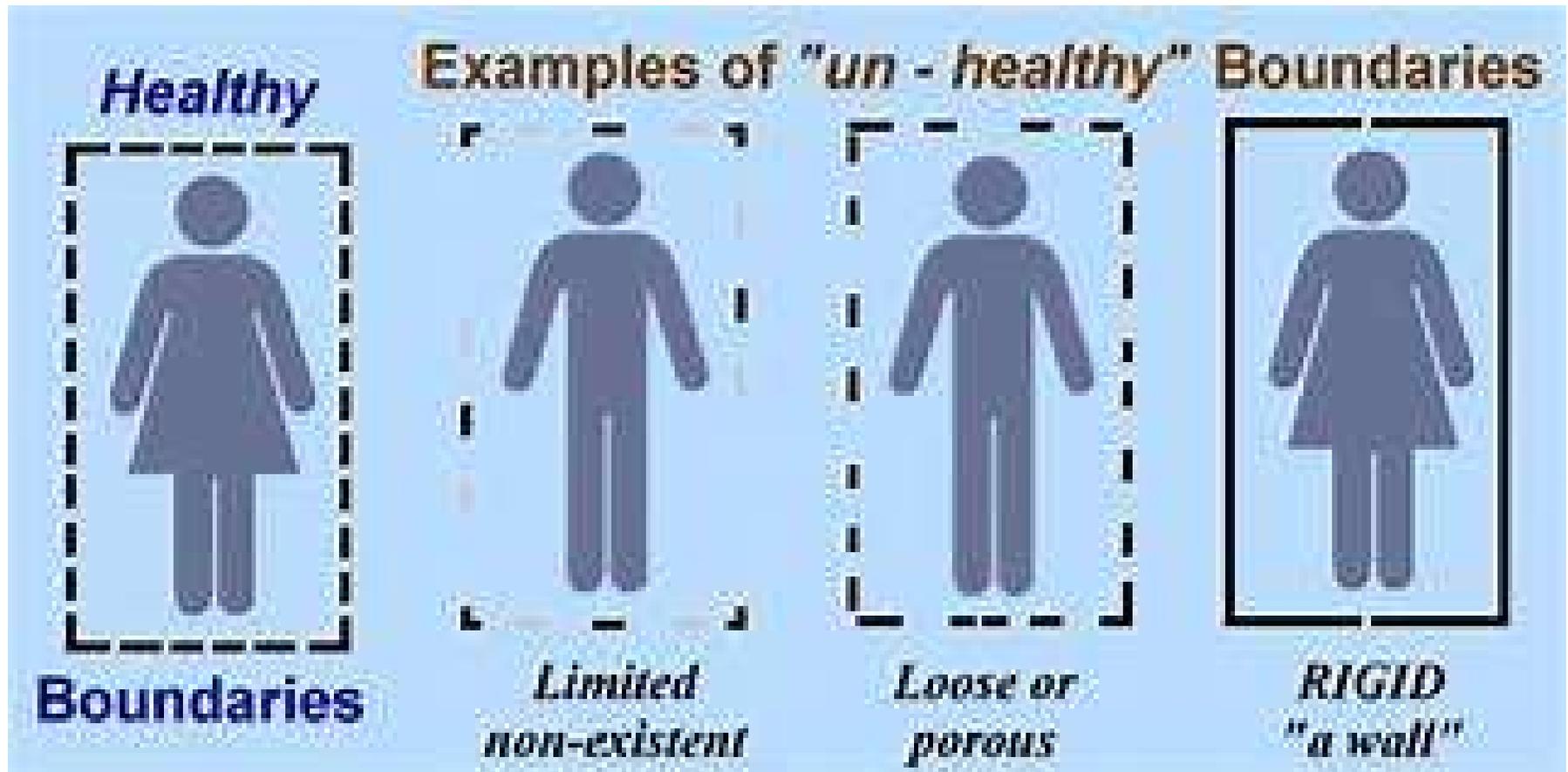


Personal Boundaries

Built out of a mix of conclusions, beliefs, opinions, attitudes, past experiences and social learning.



Personal Boundaries



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Rigid Boundaries

- Avoiding intimacy and close relationships.
- Unlikely to ask for help.
- Few or no close relationships.



Rigid Boundaries

- Overly protective of personal information.
- Difficulty saying no to the requests of others.
- Keeps others at a distance to avoid the possibility of rejection.

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Porous Boundaries

- Over shares personal information.
- Over involved with other's problems.
- Dependent on the opinions of others.



Porous Boundaries

- Accepting abuse or disrespect.
- Fears rejection if they don't comply with others.



Healthy Boundaries

- Self-awareness: know their values.
- Values their own and other people's opinions.
- Gives themselves permission to set boundaries.



Healthy Boundaries

- Communicates boundaries clearly.
- Prepares for boundary violations.
- Brings up boundary violation right away.



Healthy Boundaries

- Doesn't compromise values to please others.
- Shares personal information in an appropriate way.
- Pays attention to their feelings.



Healthy Boundaries

- Aware of personal wants and needs and able to communicate them.
- Accepts when other say no.
- Doesn't feel guilty when they say no to others.



Healthy Boundaries

- Makes self-care a priority
- Seeks out support and not afraid to ask for assistance.
- Practices work/life balance.



Healthy Boundaries

- Speaks up when treated poorly.
- Rejects unwanted advances or inappropriate touching.
- Does not touch others without their permission.



Benefits of Promoting Healthy Boundaries

- Ability to separate your needs, thoughts, feelings, and desires from others.
- Empower individuals to make healthy choices and take responsibility for themselves.
- Positive, productive, and safe work environment.



Benefits of Promoting Healthy Boundaries

- Increased self-esteem and self-respect.
- Promotes rapport in a mutually sharing and trusting relationships.
- Protects physical and emotional space from intrusion.



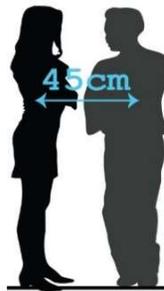


**DON'T
INVADE
MY
PERSONAL
SPACE!**

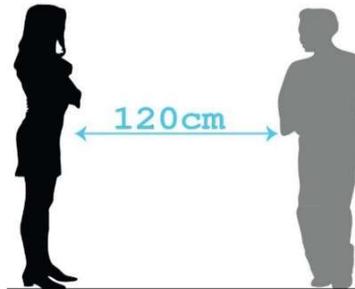
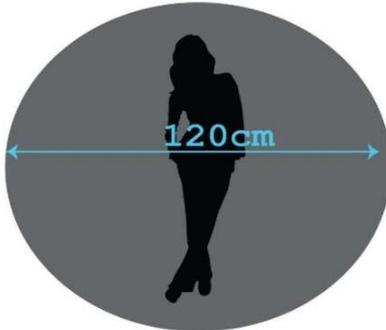
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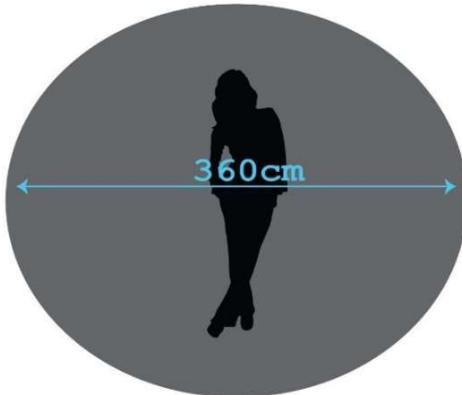
Personal Space



Intimate Zone



Friend Zone



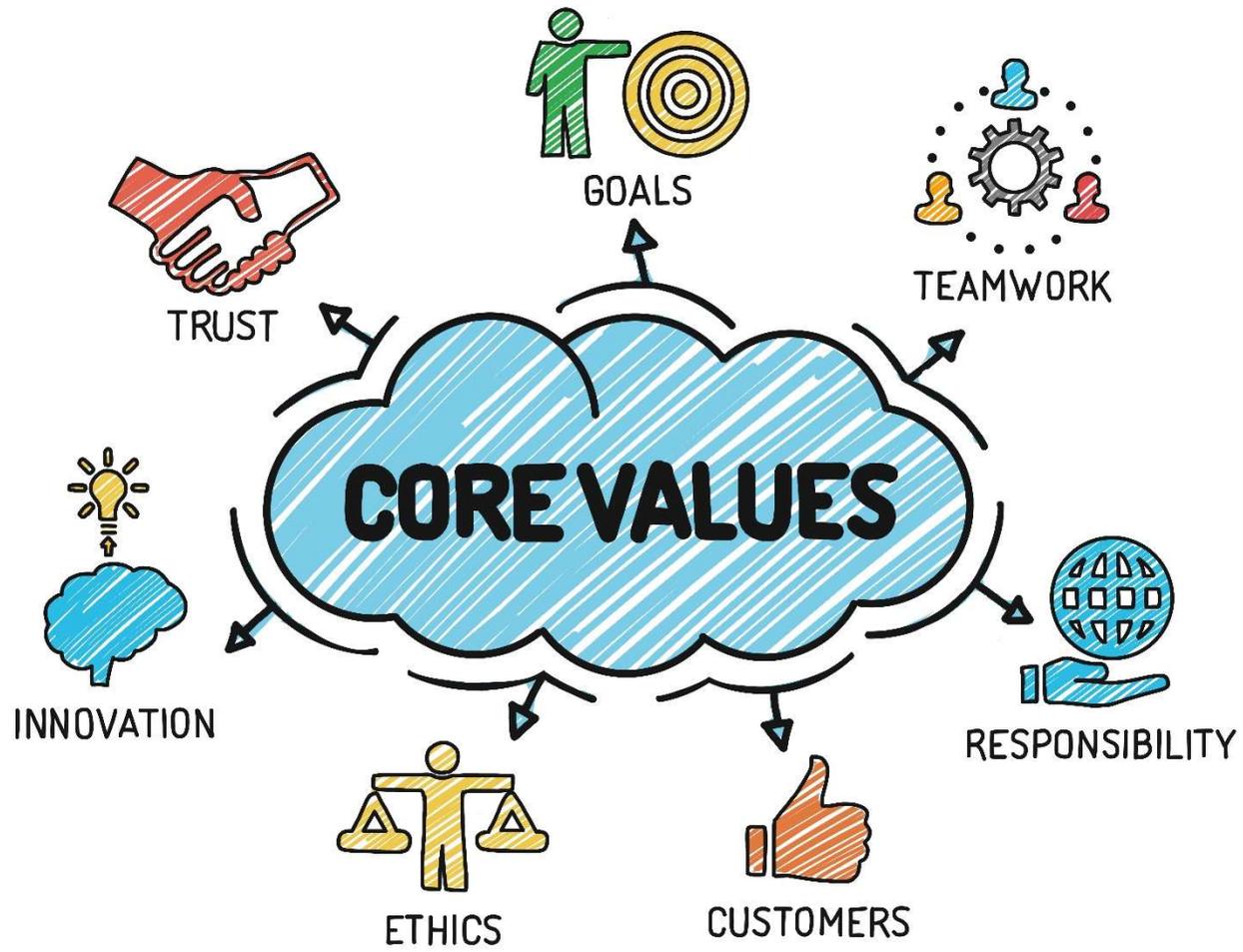
Social Zone

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PROFESSIONAL BOUNDARIES





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Professional Boundaries

Helps employees understand their individual roles and responsibilities.

Discourages inappropriate behavior by setting rules of conduct within the workplace.

Professional Boundaries

Sets behavioral limits and rules regarding workplace interactions between employees, residents, vendors and other stakeholders.

Establishes what is acceptable workplace behavior and how this behavior affects the way employees communicate with one another.

Professional Boundaries

Allows the workplace to function adequately. Increased productivity and staff retention.

Happy Employees = Happy Residents

Helps employers develop policies and procedures for disciplinary action for workers who violate codes of conduct.

Group Activity

Share a Professional Boundary

Guidelines for maintaining a positive relationship with your residents or residents.

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Stand-Up Group Exercise

- ✓ Shared a white lie, gossip or an offensive joke.
- ✓ Used agency purchased office supplies for personal use.
- ✓ Browsed the internet for personal business or made personal online purchases using your company issued computer.

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Stand-Up Group Exercise

- 👋 Used company issued cell phone to make personal calls.
- 👋 Called in sick and you weren't sick.
- 👋 Creatively embellished your resume.
- 👋 Taken extended coffee and/or lunch breaks on a frequently basis.



Professional Boundaries

Codes of conduct define what behavior is appropriate on the job and what behavior is inappropriate and unacceptable.

Examples: Establish standards regarding physical interactions so employees do not touch one another inappropriately.

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Quid Pro Quo and Sexual Harassment



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Sexual Harassment Defined

- Harassment of any male or female in the workplace or in a professional or social setting by another male or female.
- Behavior in question involves lewd or obscene comments, unwanted sexual advances and inappropriate acts.



Sexual Harassment

- Boundary violation that refers to behavior in the workplace between employers, employees, co-workers, and/or supervisors.
- Become educated about the kinds of behavior that others might find offensive, threatening, or detrimental to a collegial working environment.



Quid Pro Quo Sexual Harassment

- Any person of power taking advantage of their power over an individual and demanding sexual favors for job benefit.
- Doesn't necessarily have to be between a subordinate and a person of power.

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Hostile Work Environment Harassment

- Severe or pervasive, distracting behavior that is frequent and unwanted which affects employment and performance.
- Recurring unwanted and inappropriate sexual comments, sexual advances, quid pro quo-like requests and more based on sex and gender.



Hostile Work Environment Harassment

- Sexual comments and advances don't necessarily have to be about you.
- Harassment can still occur even if the sexual behavior isn't innately directed at the victim in question.



Power Differential

There is an inherent power differential and imbalance in the relationship between the Housing Professional and the residents they serve.

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Power Differential

Maintaining healthy boundaries helps the Housing Professional control this power differential and promotes safe connections with the residents while providing services and meeting their needs.



Examples of Power Differential Relationships

- Parent/Child
- Teacher/Student
- Supervisor/Employee
- Therapist/Client

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Examples of Power Differential Relationships

- ✓ Doctor/Patient
- ✓ Housing Professional/Resident
- ✓ Police/Citizen
- ✓ Clergy/Parishioner



Power Differential

The responsibility for maintaining healthy boundaries is the responsibility of the Housing Professional even if the residents they serve doesn't ask for or want the boundaries.

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The first thing you need to learn is that the person who is angry at you for setting boundaries is the one with the problem.

Drs. Cloud and Townsend
Boundaries

Importance of Maintaining Professional Boundaries

- Provides a clear understanding of roles and responsibilities.
- Reduces anxiety as roles, responsibilities and expectations are clear.

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Importance of Maintaining Professional Boundaries

- Provides a safe atmosphere where employees and residents they serve are mutually respected.
- Clearly establishes expectations which allows for safe connections and interactions.



Importance of Maintaining Professional Boundaries

- Minimizes risk management and liability for the staff member and the Organization.
- Being friendly, not friends.
- Safeguards both the employee's and employer's reputation



I'd like to speak to you for a moment, not as your psychiatrist, but as your Facebook friend.



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4-16-10
Del. St. Fine Arts

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Importance of Maintaining Professional Boundaries

- Prevents enabling and codependency behaviors.
- Reduces the risk of exploitation and acts of abuse.

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Acts of Abuse

Any misuse of power, betrayal of trust and respect, or inappropriate intimacy between the Housing Professional and the individuals they serve that could reasonably be expected to cause physical, emotional, sexual, or financial harm and neglect.

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“Helper” vs “Rescuer”



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Rescuer:	Helper:
Assistance given even when it is not asked for. Rescuer is on "auto-pilot" in service mode and makes assumptions about other people's needs.	Offers support only when it is needed and asked for.
Gives more and longer than needed.	Gives only what is needed.
Continues to give and do for.	A helping hand that empowers vs. a handout that creates dependency.
Personalizes what is not theirs, feels validated / rewarded when results are good.	Is detached, gives without expectation.
Feels bad when their efforts are not received well.	Does not take matters personally.
Feels responsible for other people.	Has clear boundaries and responsibility to self.

How are Boundary Violation Decisions Made?

Depends on many variables, including:

- Title and position
- Experience, expertise, education and skills
- Length of time in the profession



How are Boundary Violation Decisions Made?

- Location of the work
- Organization's risk tolerance
- Organizational culture and values



Addressing Boundary Violations



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Addressing Boundary Violations

- Resident's welfare must be your first concern.
- May have been unintended, an employee may be unaware that they have crossed a boundary.
- Put your concerns in writing and include the date, time, witnesses and some type of identification of the person concerned.



Addressing Boundary Violations

1. Identify the boundary violation.
2. Describe the behavior, with whom does it occur, and how frequently?
3. Why do you think the behavior is occurring?
4. How does this boundary violation impact and affect the resident?

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Addressing Boundary Violations

5. How could this boundary violation impact or affect the employee?
6. Has the person acted the same in similar situations?
(baseline/MO/patterns)
7. Is my reaction out of proportion?



Addressing Boundary Violations

8. What could the employee have done differently to establish and maintain healthy boundaries with the resident?
9. Was there a specific trigger?
10. Will open, honest, and direct communication help?



Addressing Boundary Violations

- Provide feedback: what was observed? How that behavior was received? The impact on the resident, and the employer's professional practice standards.
- If unable to speak to the colleague directly, or if the colleague does not recognize the problem the next step is for the employee to speak to his or her immediate supervisor.



Addressing Boundary Violations

- Consult with HR/Employee Handbook
- Follow your Organization's Policies & Procedures
- Consult an attorney.
- Reach out to your EAP



How are Professional Boundaries Established and Enforced?

- ① By Federal, State, local laws
Examples: Criminal, Civil Rights, Fair Housing and Tenant and Landlord Laws
- ② By licensing and certifying bodies.
(HUD, NAHRO, LITHC)
- ③ National Associations/Affiliations



How are Professional Boundaries Established and Enforced?

① By your Organization's policies & procedures and protocols.

② Standards of Practice Manual (RSC SOP) (ACOP)

③ HR Employee Handbook

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Front Page of Newspaper Litmus Test



How would I feel if my
actions toward a
resident made the front
page of the newspaper?

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Question for Introspection

- Does this resident mean something special to me?
- Am I treating this resident differently?
- Are my actions in the best interest of the resident?



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Warning Signs

- Offering assistance outside of your role and job responsibilities.
- Thinking about residents when away from work.
- Making inappropriate requests.

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Warning Signs

- Sharing work concerns or venting about other residents or team members with residents.
- Asking residents to keep secrets.
- Developing personal relationship or physical attraction toward resident.



Warning Signs

- Engaging in inappropriate physical touching.
- Providing residents with special attention or treatment.
- Denying boundary violation when brought to their attention.



Warning Signs

- Giving or receiving expensive or valuable gifts.
- Socializing with residents outside of work.
- Referring to resident as a friend.



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search ID: sea0076

'My family? Hell no, those are my clients'

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Tips for Maintaining Healthy Professional Boundaries

① First Do No Harm. (Benevolence)

② Request and participate in training, ask questions (Knowledge)

③ Ask for assistance & support. (Supervision)



Question for Introspection

Am I taking advantage of relevant training and professional development opportunities to maintain my competence as a Service Coordinator/Property Manager? (Kudos)



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Tips for Maintaining Healthy Professional Boundaries

- ① Do the best YOU can.
(Competence)
- ② What you do for one, you do for all. (Justice/Fairness)
- ③ Operate within the bounds of your educational training and expertise



Question for Introspection

Am I conducting myself within the bounds of my education, training, expertise and professional job duties?



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Tips for Maintaining Healthy Professional Boundaries

- ① Establish clear agreements and expectations with your residents right from the beginning.
- ② Clarify your roles & responsibilities frequently.
- ③ Address all boundary violations and warning signs early.



Tips for Maintaining Healthy Professional Boundaries

- ① Disclose personal information only related to resident's goals.
(appropriate self-disclosure)
- ② Utilize professional resources.
- ③ When in doubt, consult with your Supervisor and refer to your HR Employee Handbook

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Behaviors That Can Weaken Boundaries

- Pushing yourself beyond your limits.
- Working long hours, no time off.
- Insufficient sleep. (6-8)
- Lack of social support network.



Behaviors That Can Weaken Boundaries

- Concealing your true feelings.
- Lack of Work/Life balance.
- Doing too much for others while neglecting your own needs.

Behaviors That Can Weaken Boundaries

- Allowing people too much closeness or touching when you are uncomfortable.
- Using chemicals to avoid yourself: caffeine, alcohol, sugar, nicotine, and illicit drugs.

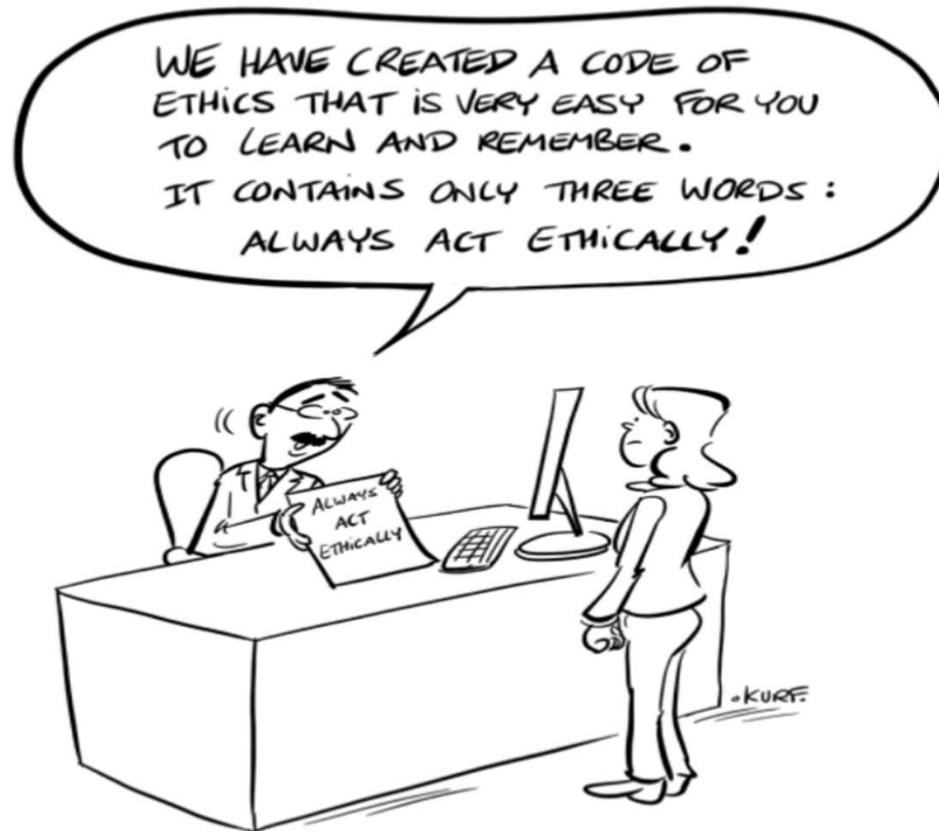
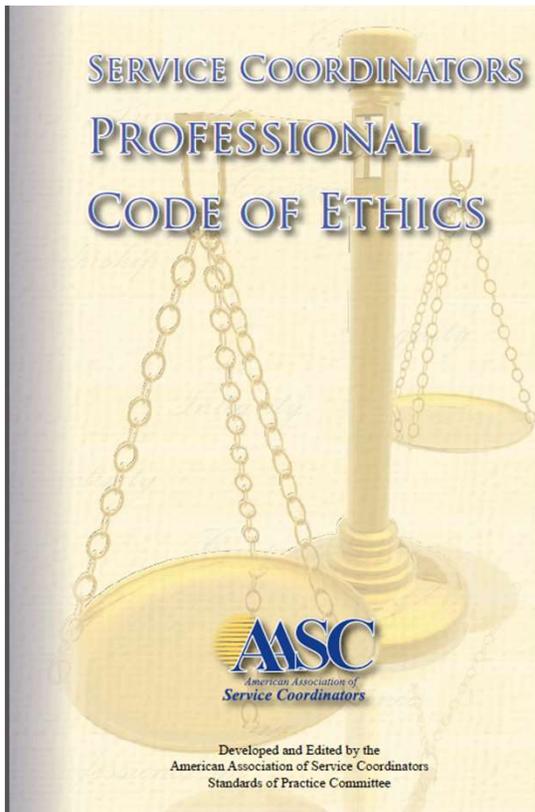


Tips for Maintaining Healthy Professional Boundaries

- ① Be aware of your interactions, cognizant of your feelings and behaviors.
- ② Be observant of the behavior of other Housing Professionals/colleagues (Mentor)
- ③ Always act in the best interest of the resident.



When in doubt, refer to your Profession's Code of Ethics



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Consequences of an Unhealthy Work Environment

- It's just plain stressful.
- Creates a tense or charged work environment.
- Affects staff morale and team cohesiveness.



Consequences of an Unhealthy Work Environment

- Contributes to compassion fatigue and burnout.
- Potential for splitting on teams.
- Loss of accreditations, licensing.



Consequences of an Unhealthy Work Environment

- May lead to acts of unethically behavior.
- Compromised reputation for employer/employee.
- Physical and emotional trauma.



Consequences of an Unhealthy Work Environment

- Reduces organization's effectiveness and productivity.
- High turn-over. (Staff retention)
- Risk management: lawsuits and criminal prosecution.

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Professional Boundaries and Conduct

- When does helping create a liability?
- Importance of entire management team embracing professional boundaries
- What is/is not appropriate?



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Ethical Issues SCs May Face

- Request to conduct PM duties: serving lease violation notices, collecting rent, lease enforcement, etc.
- Request to run errands, providing personal care or housekeeping duties
- Request to transport residents in personal vehicles

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Ethical Issues SCs May Face

- Witness residents engage in illegal activity or unsafe environment.
- Asked to engage in activities clearly outside the scope and bounds of the position.



Ethical Issues SCs May Face

Requested to provide the following services:

- Power of attorney
- Guardianship
- Notary/Witness on documents

(while not illegal, if there are other community-based options that can serve in this capacity best to defer)



Ethical Issues SCs May Face

- Giving or loaning money to, or accepting money from residents.
- Handling resident's finances. (access to checking account, checkbook, etc.)
- Engaging in inappropriate relationships with residents.



Sample HR Policy

- Financial transactions between employees and residents are not permitted. Money should never change hands between employees and residents.
- Employees may not purchase items from residents for sale, sell items to residents, loan or borrow money, have resident run errands, or accept special discounts on goods or services from residents.

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Question for Introspection



What period of time would be considered an acceptable amount of time to have a sexual relationship with a current or former resident?

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Ruben's Response

Two-years after you
have both been dead.

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Ethical Issues SCs May Face

- Sexual or intimate relationships with any of your residents, their relatives or close friends are unethical and inappropriate.
- If you find yourself developing romantic feelings toward your resident, excuse yourself and refer the person to another colleague. Report to your supervisor.



Legal Ramifications

- Former or current residents could be harmed due to your privileged knowledge.
- You may lose your job or be prosecuted.
- You may compromise your reputation, jeopardize your credentials, violate your code of ethics, and negatively impact your professional affiliations.

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Legal Ramifications

- Acts of sexual misconduct that are witnessed are reportable to local law enforcement authorities depending on the state. (Mandatory reporter laws/APS/CPS)
- Housing professional who fail to exercise “due care” in fulfilling their professional responsibilities can be found guilty of civil liability.



Legal Ramifications

- Disclosing the patient's personal information, which violates the privacy provisions of the Health Insurance Portability and Accountability Act (HIPAA).
 - Allegations of sexual misconduct can be difficult to defend.
 - Negligence may be found if the wrong committed results in an injury or damages.



Sample HR Policy

Employee/resident Relationships

- ① Personal relationships between employees and residents are inappropriate and unacceptable.
- ① Sexual relationships with residents are strictly prohibited.
- ① Actions by employees that may arise from personal relationships, and which violate building rules or established agency policies, are subject to corrective action, up to and including termination of employment.



Receiving Gifts

- Whether it's the holidays, a special occasion, or some other milestone, your resident may try to thank you for your hard work by giving you a gift.
- These situations are much more complicated than they seem because there are cultural, societal, and relationship factors to consider on top of the bond you and your resident share.



Receiving Gifts

- Giving of gifts may be an expectation under certain circumstances or within some cultures.
- There may be situations when refusing a gift may be difficult, impolite or appear to be culturally insensitive.
- You may not want to refuse a small token gift and cause offense. Be cautious of acceptance of particularly gifts of money or expensive items.

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Receiving Gifts

- Rejecting the gift may taint the rapport you've built, perhaps over several years, or leave the resident feeling like you are personally rejecting him/her.
- Part of our job is to serve as role-models by maintaining healthy and appropriate boundaries in professional relationships. (integrity)



Receiving Gifts

- Family members may offer gifts to employees as a “thank-you.”
- You can always respond “Your thanks is enough I am just doing my job.”
- Openly declared all gifts received to ensure transparency.

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Giving Gifts

- Employees should not give gifts to residents as the residents may feel obligated to give something in return or interpret the gift as an indicator of a personal relationship.

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Sample HR Policy

Gifts, Cards, Tips, Flowers and Food Policy

- Employees not permitted to accept gifts/tips from residents, friends or relatives of residents.
- Cards are acceptable, but any enclosed gift card, cash, etc. has to be politely declined.
- Cards, candy, baked goods and flowers may be accepted on behalf of the community and must be displayed in common areas for the enjoyment of all.

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Confidentiality Agreement



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Commitment to Resident

Informed Consent

- Disclosure with valid consent (ROI)
- Third party consent
- Legal considerations
 - Imminent danger
 - Illegal activity
 - Lease violations



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Question for Introspection

Do I leave resident files open on my desk when I am away from my desk/office



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Issues that may be shared with Property Management

On a Need to Know Basis

- Illegal Activity
(Federal Law prevails)
- Abuse of self or others
- Lease violations
- Services and referrals rendered



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Ethical Dilemma

A situation that requires a choice between options that are or seem equally unfavorable or mutually exclusive.



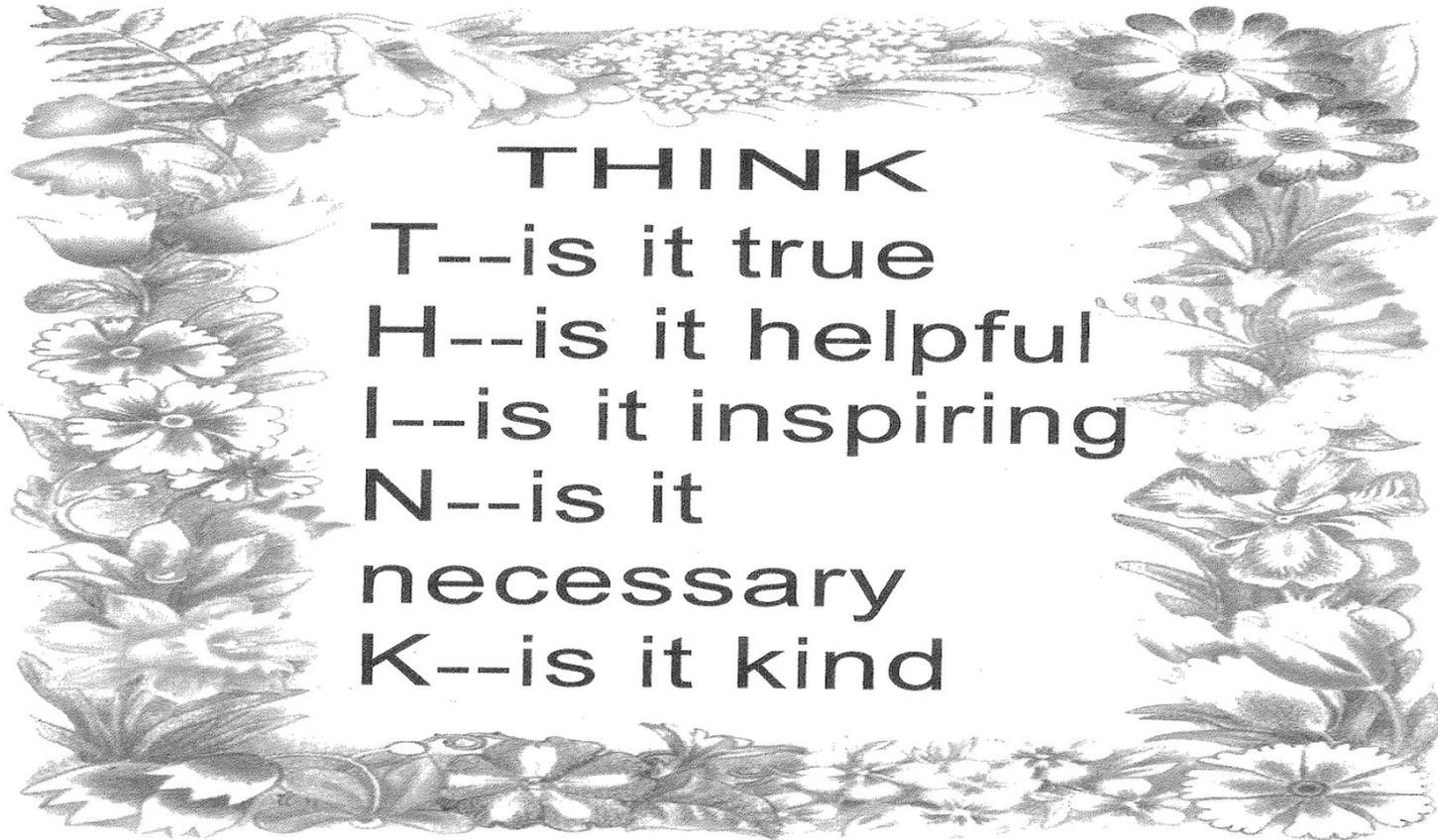
The Use the “ETHIC” Model

- ④ **E** = Examine your own personal and professional values
- ④ **T** = Think about possible violation of any Laws and Ethics
- ④ **H** = Hypothesize Actions (pros & cons)
- ④ **I** = Identify Winners & Losers (win-win)
- ④ **C** = Consult With Others (supervisor/mentor)

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When Providing Feedback, THINK.....



THINK
T--is it true
H--is it helpful
I--is it inspiring
N--is it
necessary
K--is it kind

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Real Life Case Scenario

Lately, you have had a lot of problems and personal issues (marriage, kids, finances, and aging parents) that have been weighing on you. Mrs. L. stopped by your office to thank you for your assistance. She has always seemed like the motherly type and has been very kind. She notices that you appear down and asks you what's wrong. She just happens to catch you at the wrong moment and you burst into tears and tell her everything that has been troubling and worrying you.

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Real Life Case Scenario

You discover that one of your residents has been posting offensive and malicious comments about you or another colleague on Facebook.



Real Life Case Scenario

A resident needs funds to pay their rent. They offer to sell you a piece of jewelry. The resident is desperate and pleading for your support and assistance with meeting their housing obligation.

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Real Life Case Scenario

One of your residents informs you that s/he has developed romantic feelings toward you.

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Real Life Case Scenario

Your resident shares that they plan to leave you their personal possessions in their Last Will & Testament.

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Real Life Case Scenario

While driving you see one of your residents with several grocery bags standing at an unsheltered bus stop in a torrential rainstorm.



Real Life Case Scenario

You witness a co-worker having lunch at a local restaurant with one of their residents.

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Real Life Case Scenario

You discover that a resident is spreading rumors and lies about you throughout the community.

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Self Care

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Cultivate Friendships Outside of Work

- One of the best ways to maintain professional boundaries is to have a clear line between your professional life and your social life.
- Keep in touch with old friends from high school, college or your previous employment.

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Participate in Activities You Enjoy

- Hobbies: having something regularly scheduled outside of work will help you maintain professional boundaries while also reducing stress in your daily life.
- If you enjoy reading, watching movies, taking photos, painting, acting in community theater plays, singing in a local choir, etc. then make these activities a robust part of your social life.

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Seek Support

- Our work can take a huge toll on our mental and physical health.
- Talk therapy or speaking with a trusted individual can help us feel more balanced, provide emotional support and improve overall health.
- Employee Assistance Program (EAP)

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Supervision and Consultation

- Consult with your supervisor to determine appropriate professional boundaries in challenging situations.
- Maintain an ongoing dialogue with your supervisor about your workload.
- Inform your supervisor about challenging residents and any issues and concerns.
- Its Ok to ask for help.



Toolbox of Support

- Set aside time for extra sleep.
- Attend a peer support group.
- Watch a funny movie/show.
- Go for a walk with your pet.

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Toolbox of Support

- Spend time in nature, go take a hike.
- Write in a journal.
- Volunteer for your favorite organization or help someone else.

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Best Practices and Resources



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Resources

- HUD Management/Agent Handbook:
www.hud.gov/offices/hsg/mfh/scp/proguidance.cfm
- HIPAA Information
www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html
- Privacy Act:
www.usdoj.gov/oip/privstat.htm

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Professional Code of Ethics



Every day, service coordinators serve thousands of families, seniors and persons with disabilities nationwide. AASC developed the Professional Code of Ethics handbook to further its goal of establishing the highest ethical conduct for all service coordinators.

For more documents and links to resources that can help you serve your residents, see our Useful Links page.

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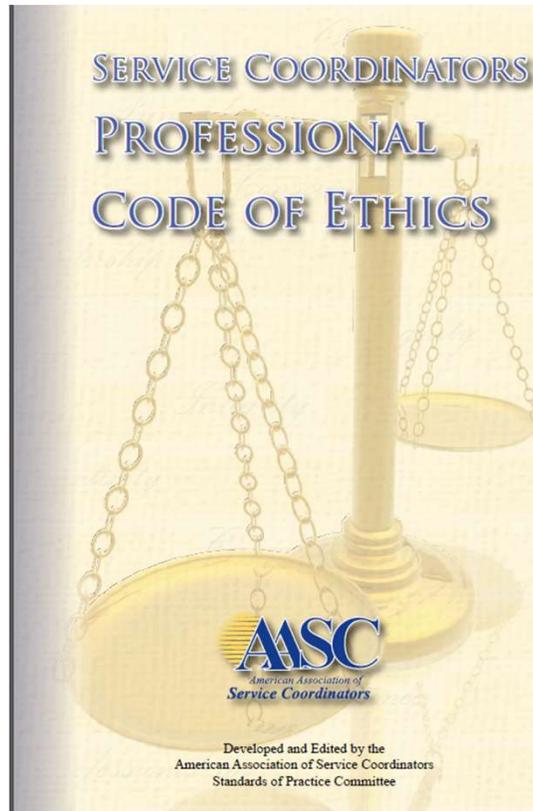
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INSTITUTE OF REAL ESTATE MANAGEMENT CODE OF PROFESSIONAL ETHICS

Introduction

The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its Members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among CERTIFIED PROPERTY MANAGER® Members, CPM® Candidates, ACCREDITED RESIDENTIAL MANAGER® Members, ACCREDITED COMMERCIAL MANAGER Members, Associate Members, and other Members, national and international professional real estate associations and organizations, and clients, employers, and the public.

The Institute of Real Estate Management, as the professional society of real estate management, seeks to work closely with all other segments of the real estate industry to protect and enhance the interests of the public. To this end, Members of the Institute have adopted and, as a condition of membership, subscribe to this Code of Professional Ethics.

IREM® Member Pledge

I pledge myself to the advancement of professional real estate management through the mutual efforts of Members of the Institute of Real Estate Management and by any other proper means available to me.

I pledge myself to maintain the highest moral and ethical standards consistent with the objectives and higher purpose of the Institute.

I pledge myself to seek and maintain an equitable, honorable, and cooperative association with fellow Members of the Institute and with all others who may become a part of my business and professional life. I recognize and support the need to preserve and encourage fair and equitable practices and competition among all who are engaged in the profession of real estate management.

I pledge myself to place honesty, integrity, and industriousness above all else and to pursue my gainful efforts with diligent study and ongoing education so that my services shall be beneficial to the general public and my obligations to my clients shall always be maintained at the highest possible level.

I pledge myself to comply with the principles and declarations of the Institute of Real Estate Management as set forth in its Bylaws, Statement of Policies, and this Code of Professional Ethics.

Article 1. Loyalty to Client, Firm, and/or Employer

A CERTIFIED PROPERTY MANAGER®, CPM® Candidate, ACCREDITED RESIDENTIAL MANAGER®, ACCREDITED COMMERCIAL MANAGER or Associate Member (hereinafter referred to as MEMBER) shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the MEMBER is affiliated. A MEMBER shall be diligent in the maintenance and protection of the interests and property of the employer and of the client. A MEMBER shall not engage in any activity, that could be reasonably construed as contrary to the interests of the client or employer. If an activity would result in a conflict between the interests of the firm or employer and the interests of the client, then the interests of the client shall take precedence.



Article 2. Confidentiality

A MEMBER shall not disclose to a third party any confidential or proprietary information which would be injurious or damaging to a client concerning the client's business or personal affairs without the client's prior written consent, unless such disclosure is required or compelled by applicable laws and regulations.

Article 3. Accounting and Reporting

Pursuant to the terms of the management agreement, a MEMBER shall use reasonable efforts to provide accurate, auditable financial and business records and documentation concerning each asset managed for the client, which records shall be available for inspection at all reasonable times by the client. A MEMBER shall furnish to the client, at mutually agreed upon intervals, regular reports concerning the client's assets under management. A MEMBER shall not exaggerate, misrepresent, or conceal material facts concerning the client's assets or any related transaction.

Article 4. Protection of Funds

A MEMBER shall at all times serve as a fiduciary for the client and shall not commingle personal or company funds with the funds of a client or use one client's funds for the benefit of another client, but shall keep the client's funds in a fiduciary account in an insured financial institution or as otherwise directed in writing by the client. A MEMBER shall at all times exert due diligence for the maintenance and protection of the client's funds against all reasonably foreseeable contingencies and losses.

Article 5. Relations with Other Members of the Profession

A MEMBER shall not make, authorize or otherwise encourage any false or misleading comments concerning the practices of Members of the Institute of Real Estate Management. A MEMBER shall truthfully represent material facts in their professional activities. A MEMBER shall not exaggerate or misrepresent the services offered as compared with the services offered by other real estate managers. Nothing in this Code, however, shall restrict legal and reasonable business competition by and among real estate managers.

Article 6. Contracts

Any written contract between a MEMBER and a client shall be in clear and understandable terms, and shall set forth the specific terms agreed upon between the parties, including a general description of the services to be provided by and the responsibilities of the MEMBER.

Article 7. Conflict of Interest

A MEMBER shall not represent personal or business interests divergent from or conflicting with those of the client or employer and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit, monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer or firm, unless the client or employer is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

Article 8. Managing the Assets of the Client

A Member shall exercise due diligence in the maintenance and management of the client's assets and shall make all reasonable efforts to protect it against all reasonably foreseeable contingencies and losses.

Article 9. Duty to Former Clients and Former Firms or Employers

All obligations and duties of a MEMBER to clients, firms, and employers as specified in this Code shall also apply to relationships with former clients and former firms and employers. A MEMBER shall act in a professional manner when, for whatever reason, relationships are terminated between a MEMBER and a client and firm or employer. Nothing in this section, however, shall be construed to cause a MEMBER to breach obligations and duties to current clients and firm or employer.

Article 10. Compliance with Laws and Regulations

A MEMBER shall at all times conduct business and personal activities with knowledge of and in compliance with all applicable laws and regulations.

Article 11. Equal Opportunity

A MEMBER shall not deny equal employment opportunity or equal professional services to any person for reasons of race, color, religion, sex, familial status, national origin, age, sexual orientation, gender identity, or handicap and shall comply with all applicable laws and regulations regarding equal opportunity.

Article 12. Duty to Tenants and Others

A MEMBER shall competently manage the property of the client with due regard for the rights, responsibilities, and benefits of the tenants or residents and others lawfully on the property. A MEMBER shall not engage in any conduct that is in conscious disregard for the safety and health of those persons lawfully on the premises of the client's property.

Article 13. Duty to Report Violations

Each MEMBER has a responsibility to provide the Institute of Real Estate Management with any significant factual information that reasonably suggests that another MEMBER may have violated this Code of Professional Ethics. Such information must be presented as outlined in the Institute of Real Estate Management's Bylaws and Statement of Policies.

Article 14. Enforcement

The interpretation of compliance with this Code is the responsibility of the ethics boards of the Institute of Real Estate Management. Any violation by a MEMBER of the obligations of this Code and any disciplinary action for violation of any portion of this Code shall be determined and carried out in accordance with and pursuant to the terms of the Bylaws and Statement of Policies of the Institute of Real Estate Management. The result of such disciplinary action shall be final and binding upon the affected MEMBER and without recourse to the Institute, its officers, Governing Councilors, Members, employees, or agents.

Effective January 4, 2017

Subscribed to by: _____

Date: _____



National Association of Residential Property Managers

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National Association of Residential Property Managers

**CODE OF ETHICS
AND
STANDARDS OF PROFESSIONALISM
FOR
THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS**

INTRODUCTION: The National Association of Residential Property Managers ("NARPM®") promotes a high standard of business ethics, professionalism, and fair housing practices. All property managers who are members of NARPM® must abide by the following Code of Ethics and Standards of Professionalism (the "Code").

DEFINITIONS: Capitalized terms throughout the Code shall have the following meanings:

"Client" means any person the Property Manager has a disclosed working relationship.

"Firm" refers to a Property Manager's employer or broker.

"Property Manager" means a property manager who is a member of NARPM®.

"Tenant" means an individual or entity that rents and/or occupies property managed by the Property Manager.

"Written" or "in writing" means communication in the form of a record and includes both hard copy and electronic forms.

Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC

The Property Manager shall protect the public against fraud, misrepresentation, and unethical practices in property management.

STANDARDS OF PROFESSIONALISM

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