



Carrie Diamond

Easterseals Project Action
Consulting

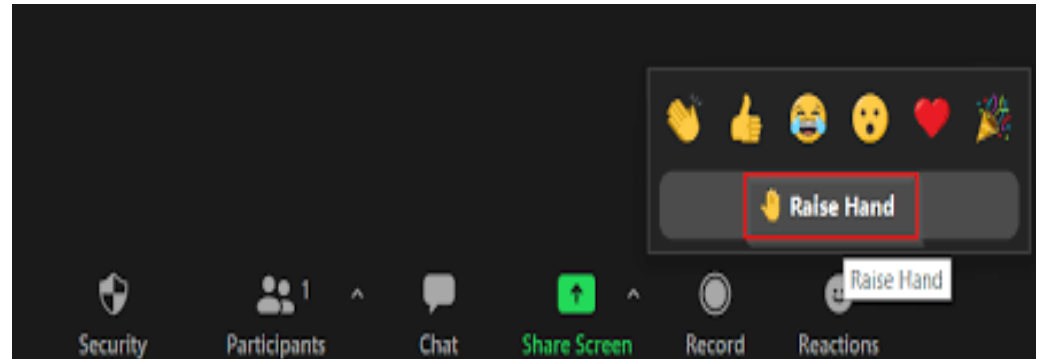
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Ethics and Boundaries

MODULE 5 – ETHICS AND BOUNDARIES

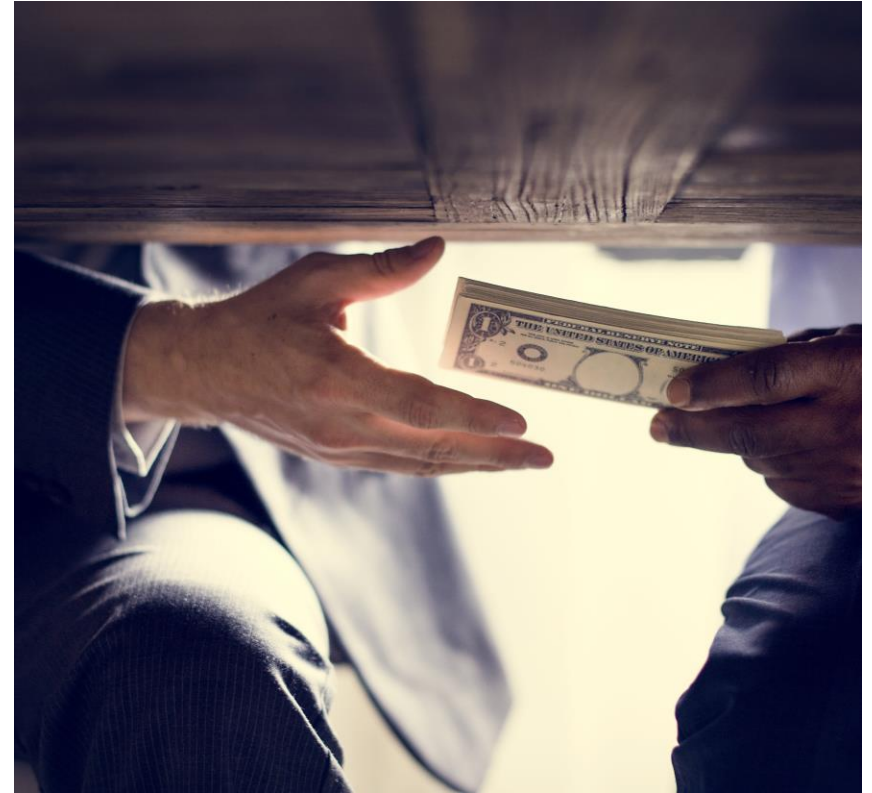
Instructions for Raising your Hand

- To raise your hand and participate in the discussion, click on the reaction button, click raise hand. You will be called on when you will be able to unmute your microphone and speak.



Ethics & Boundaries

- Gifts & gratuities
- Conflict of interest
- Confidentiality & HIPAA
- Inclusion
- Boundaries



Ethics

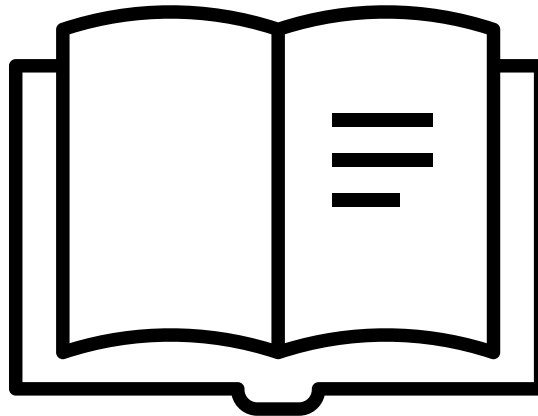
- Establishing expectations for behavior
 - In and out of the car and office
 - On behalf of the program
 - Customer privacy and data protection
 - Customer relations
 - Training – compliance, regulations
 - Consequences for unethical behavior

Fundamental Ethical Principles

- Do good, do no harm
- Be truthful
- Act fairly
- Treat with dignity

Implementing Ethics Policies

- Include in handbook and orientation
- Training - eLearning, or quick opportunities to remind of information
- Emphasize common goals and mission



Gifts & Favors

- Tips, gratuity, future benefit from passenger
- Exceptions may include:
 - Snacks, refreshment as a normal courtesy
 - Gift of nominal value
- These may differ in each agency
- Unsolicited and infrequent
- Policy in place and enforced consistently

Scenario 1 – Answer in Chat or Unmute

- You discover one of your volunteers is accepting gifts from their riders despite your non-tipping policy. When confronted, they say the passenger just gives them a little money, no big deal. You question one of their riders and they say they feel bad if they don't tip the person because of things the driver has said.
 - How do you respond to the rider?
 - How do you respond to the driver?

Confidentiality

- Information shared only with permission
- Refers to all information written, electronic or overheard



Health Insurance Portability and Accountability Act - HIPAA

- Privacy protection supported by law
- National standard
- Covered Entities – may or may not pertain to volunteer driver programs



Volunteer Responsibilities

Your responsibility is to understand HIPAA and confidentiality.

- Anything you see,
- Anything you hear,
- Anything you read,
- Anything you observe with your five senses
- Anything you already know about a patient or family....

Must Be Kept Confidential!

When to Report

- Suspect they will harm themselves
- Living in a dangerous situation
- Not taking care of themselves
- Messy house – signs of bugs/vermin
- Suspected abuse
- COVID exposure

Scenario 2 – Answer in Chat or Unmute

- A volunteer driver knows that one of the riders has not and will not be vaccinated against COVID-19.
 - Should they tell the office staff or other drivers?

Agency Responsibility

- Use the minimum personal information necessary
- Use addresses rather than destination names
- Manage and protect information
- Know responsibility to comply with the law
- Train volunteers and staff
- Alert riders to their rights

Riders Should Know

- What information is collected
- Why the information is collected
- Who has access to it
- What is shared with volunteers
- Process for reporting violation
- Consequences of confidentiality violation

Scenario 3 – Answer in Chat or Unmute

- The caregiver of a rider wants all drivers to know that the rider has early-stage dementia. At this point, the rider is still their own decision maker.
 - How do you respond to the caregiver?

Scenario 4 – Answer in Chat or Unmute

- You have a passenger who has epilepsy but does not want disclose this information. One of your drivers takes this person and they have a seizure. The driver is mad at you for not telling them.
 - How do you respond to the driver?

Conflict of Interest

- Private interest interfere with interest of the volunteer driver program
 - Offer services outside of driving for a fee
 - Offer Uber/Lyft services
 - Asking for favors, gratuity or other favors

Scenario 5 – Answer in Chat or Unmute

- A rider reports that a driver is giving them rides to other appointments and now they are asking for money or telling them they can request them on Uber.
 - What do you tell the driver?
 - What do you tell the rider?

Scenario 6 – Answer in Chat or Unmute

- An employee notices that a volunteer is using the photocopier to print a list of resources they compiled to give to their riders, as well as flyers to upcoming events they think their passengers may like.
 - How do you handle this situation?

Inclusion

- Diverse populations
 - LGBTQ
 - Different political views
 - Health status
 - Cultural differences
 - Life-style preferences

Scenario 7 – Answer in Chat or Unmute

- One volunteer takes a rider, Sam (him/his) to appointments. A few months later, the same person has transitioned, looks different and is using female pronouns.
 - Should the driver tell the office?
 - Should the volunteer driver tell other drivers Sam is now going by pronouns she/her and may be wearing a dress?

Topics to Avoid

- Politics
- Religion

“The trilogy composed of politics, religion and sex is the most sensitive of all issues in any society”.

Nawal El Saadawi



Photo credit: The Guardian

Scenario 8 – Answer in Chat or Unmute

- What started as an innocent discussion about COVID vaccine, soon became about partisan politics of who was responsible for what or did or didn't do what.
 - What should you tell volunteer drivers to do?

Scenario 9 – Answer in Chat or Unmute

- One of your volunteer drivers is very religious person. They consistently say they will pray for their passengers or engage in a prayer with the rider in the vehicle. A rider let's the office know this is uncomfortable for them and they don't want to ride with that volunteer anymore.
 - What do you tell the rider?
 - How do you approach the driver?

Boundaries

- Rules that govern how we interact in our relationships with others
- Professional - Establish safe volunteer environment
- Personal – Includes physical, emotional and mental boundaries

Scenarios 10 – Answer in Chat or Unmute

- A volunteer reports that a program rider they sometimes drive not through your program, is now calling them everyday for something – a ride, money, or just friendly conversation.
 - What should the program staff do?
 - What you tell the volunteer to do?
 - Do you contact the rider?

Scenarios 11 – Answer in Chat or Unmute

- A volunteer takes a new rider to a cancer clinic. You find out the volunteer driver sent a get-well card to the rider at the address where they picked them up.
 - Was this appropriate?
 - How do you respond?

Summary

- Implement policies
- Train volunteers
- Ensure expected behavior is clear
- Clear consequences for unethical behavior
- Prevent issues before they occur

Questions?





Thank you!

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