Technology-Based Interventions
Exploring New Models of Care &
Navigating New Ethical Dilemmas
New Ethical Dilemmas in the Digital Age
Agenda

1. Digital Types
2. Social Media
3. Ethics - Self Disclosure
4. Email/Texting
5. Policy Considerations
1st
DISCLAIMER
I am not an Attorney

I do NOT have a degree in IT

“Have you tried taking the battery out?”
... and its *Creeping* into clinical practice

(Mishna et al., 2012)
Technology ‘Creep’

• Lack of literature and research to provide guidance

• Technology may be used as part of the ‘Therapeutic Exchange’ and then WHAT?
  
  – Documentation of the exchange
  – Guidelines for the exchange

(Gabbard et al., 2011; Mishna et al., 2012)
Practitioners are vulnerable to being *blindsided* by NEW ethical dilemmas

(Crowley & Gottlieb, 2012)
Some professionals are....

...ethically astute but struggle to keep up with the technology.

...comfortable with technology but less familiar with ethical codes.

(Lannin & Scott, 2013)
‘Adapting to the new culture wisely will necessarily involve both understanding the ethical principles themselves as well as developing competence in the technology of the burgeoning digital culture.’

(Lannin & Scott, 2013)
Digital Immigrants

(Zur, 2012; Prensky, 2001)
Digital Immigrants

... people born before or about 1964 and who grew up in a pre-computer world

(Zur & Zur, 2011)
Digital Immigrant
‘native speakers’ of the digital language of computers, cell phones, video games, and the Internet

(Zur, 2012; Prensky, 2001)
DIGITAL NATIVES

‘Digital DNA’ flowing through their bodies

(Zur & Zur, 2011)
### Comparison of Digital Types

<table>
<thead>
<tr>
<th><strong>Digital Immigrants</strong></th>
<th><strong>Digital Natives</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefer to talk in-person or on the phone</td>
<td>Prefer to talk via chat, text, or messaging thru social media</td>
</tr>
<tr>
<td>Don’t text or only sparingly</td>
<td>Text more than call</td>
</tr>
<tr>
<td>Prefer synchronous communication</td>
<td>Prefer asynchronous communication</td>
</tr>
<tr>
<td>Prefer receiving information slowly: linearly, logically, &amp; sequentially</td>
<td>Prefer receiving information quickly &amp; simultaneously from multiple multimedia &amp; other sources</td>
</tr>
<tr>
<td>Prefer reading text (i.e., books) on processing pictures, sounds &amp; video</td>
<td>Prefer processing /interacting with pictures, graphics, sounds &amp; video before text</td>
</tr>
</tbody>
</table>

(Zur & Zur, 2011; Rosen, 2010; Prennsky, 2001)
Other Digital Types

Ways to sort people other than age

- Attitudes
- Comprehension
- Relationships
- Practices
- Comfort with technology

(Feeney, 2010; Toledo, 2007)
Pick a Partner!
1. What type of Digital Description best describes you?
2. What has your experience been in dealing with others who are not like you in regards to technology?
3. How has your comfort with technology affected your work?
Average age of Clinical Directors is 52...

60% are over the age of 50

(Ryan, Murphy, & Krom, 2012)
Almost **70%** of individuals who received SUD services were under the age of **40**

(TEDs Data; SAMHSA, 2011)
DIGITAL DIVIDE
Social media is a broad term that refers to online forms of communicating that any individual can employ as opposed to ‘industrial media’ which refers to professionally-produced radio, television, and film.

(Kaplan & Haenlein, 2010; http://www.pcmag.com/encyclopedia/term/61162/social-media)
87% of Americans use the Internet

(Fox & Rainie-Pew Report, 2014)
The internet as diagnostic tool...

1. 59% of U.S. adults have looked online for health information in the past year.

2. 35% of U.S. adults say they have used the internet to try to figure out what medical condition they or another may have. We call them “online diagnosers.”

3. 53% of online diagnosers talked with a clinician about what they found online.

4. 41% of online diagnosers had their condition confirmed by a clinician.
Teen and adult use of social networking sites and Twitter — change over time

% of teen and adult internet users who use social networking sites or Twitter, over time

- Teens - social networking sites
- Adults - social networking sites
- Teens - Twitter
- Adults - Twitter
FB remains dominant platform

There was little room left for FB growth among teen social media users

<table>
<thead>
<tr>
<th>Platform</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>Twitter</td>
<td>12</td>
<td>26</td>
</tr>
<tr>
<td>Instagram</td>
<td>n/a</td>
<td>11</td>
</tr>
<tr>
<td>MySpace</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>YouTube</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Tumblr</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Google Plus</td>
<td>n/a</td>
<td>3</td>
</tr>
<tr>
<td>Yahoo (unspecified)</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>myYearbook</td>
<td>2</td>
<td>*</td>
</tr>
<tr>
<td>Pinterest</td>
<td>n/a</td>
<td>1</td>
</tr>
<tr>
<td>Gmail</td>
<td>n/a</td>
<td>1</td>
</tr>
<tr>
<td>Meet Me</td>
<td>n/a</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Don’t know / Don’t have own profile</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
• YouTube, Instagram and Snapchat are the most popular online platforms among teens. Fully 95% of teens have access to a smartphone, and 45% say they are online 'almost constantly'.

According to Pew Research Center 6 years later...
Cell Phones & Text Messages
90% of American adults have cell phones

58% have smart phones

(Pew Report, 2012)
According to the Pew Research Center 6 years later...

77% of American Adults have smart phones

(Pew February 2018)
37% have gathered health information on their phones

Almost 20% have a health app

(Fox, Dugan, & Purcell, 2013; Pew Report, 2012)
29% of Americans own a tablet

The average American owns four technology devices

(Digital Consumer Report, 2013)
80% send and receive text messages

(Pew Report, 2012)
To put these numbers in comparison, the average of 109.5 texts per day among 18-24 year olds is more than double the comparable figure for 25-34 year olds, and twenty-three times the figure for text messaging users who are 65 or older.

**Number of texts sent/received per day, by age group**

*Based on adults who use text messaging on their cell phones*
Perpetual texters …

- adolescents (aged 13–17) sending or receiving 3,339 texts a month (six texts per waking hour)
- young adults (aged 18–24) sending or receiving 1,630 (three texts per waking hour)

Fox & Duggan, 2012)
What do we know about clients?

Survey of 8 urban drug treatment clinics in Baltimore (266 patients)

Client’s access to:

- Mobile Phone 91%
- Text Messaging 79%
- Internet/Email/Computer 39 - 45%

(McClure, Acquanta, Harding, & Stitzer, In Press)
Social Network Site
... a website that provides a venue for people to share their activities with family, friends, and colleagues, or to share their interest in a particular topic.

*Examples include:*

Facebook, Google+, LinkedIn, Twitter
Examples of Social Network Sites

- Facebook
- LinkedIn
- Instagram
- Pinterest
- Virtual Worlds
- Blogs
- Micro Blogs - Twitter
the No. 1 U.S. social networking site

1.11 billion active users

665 million users log on to Facebook in any given day

FACEBOOK
You're doing it wrong.
Facebook Warning

You are about to view your ex's profile.

They are happy with their new life and have moved on.

Viewing their profile will only renew your misery and anguish.

Do you wish to continue?

[YES] [NO]
277 million users – February 2014

Carina Rivera
Evaluation Research Coordinator
Reno, Nevada Area | Health, Wellness and Fitness

Current
University of Nevada, Reno, Center for the Application of Substance Abuse Technologies

Previous
University of Nevada, Reno, Department of Internal Medicine, University of Nevada, Reno, School of Community Health Sciences, University of Nevada Cooperative Extension, 4-H Youth Development

Education
University of Nevada-Reno

www.linkedin.com/pub/carina-rivera/21/b66/724/
Northstar California Resort

The official Instagram account for Northstar California Resort, in beautiful Lake Tahoe, CA.

#TheWayItShouldBe #northstarcalifornia

http://www.northstarcalifornia.com
Business Review Sites

120 million users – 53 million reviews

Smith, 2014
TLC Clean & Sober Living Homes
Categories: Counseling & Mental Health, Rehabilitation Center
Neighborhood: Noe Valley
Noe Street
San Francisco, CA 94131
(800) 852-7374

This house is a must see! It is spectacular! Each TLC house has a distant personality in decor and atmosphere. This one is no different. Overlooking the entire bay, the views of the city are stunning.... read more

1. Rodney Karr, PhD
Category: Counseling & Mental Health
Neighborhood: Lower Haight
290 Divisadero St
San Francisco, CA 94117
(415) 931-1934

Dr Karr is a very compassionate and caring therapist and psychologist. I have seen several mental health professionals in my life, and he has, by far, helped me the most. He incorporates both traditional and non

2. Jennifer J Gans Psychologist
Category: Counseling & Mental Health
Neighborhood: Marina/Cow Hollow
2250 Union St
San Francisco, CA 94123
(415) 244-7711

Ads by Google
Virtual Worlds
Mental health professionals are now employing virtual worlds in treating Asperger Syndrome (Mangan, 2008), Combat-related PTSD (Reger & Gahm, 2008; Wood et al., 2009), and Emotional Aspects of Physical Disabilities (Chen, Jeng, Fung, Doong, & Chuang, 2009).
BLOGS

Three Ways Social Media Can Benefit You

Posted on May 2, 2013 by Barb

Social media can be beneficial to both counselors and clients, but only if it is used properly. In this post, I will discuss the benefits, and in next week’s post I will discuss the drawbacks.

Continue reading →

Posted in Counseling, Education | Tagged benefits of social media, social justice, social media in counseling | Comments Off

How Crisis Counselors Can Be Helpful

Posted on April 30, 2013 by Barb

This week’s post will discuss specific ways in which crisis counselors can be helpful.

Continue reading →

Posted in Counseling, Education | Tagged crisis counseling, how to be helpful in a crisis | Comments Off
Micro-blogging

243 million active users

Noah Lamfers
@Noahs_Ark20

petition to start parties at 7:30 this year so i can be in bed by 10:45

7:28 PM - 9 Jan 2018

51,384 Retweets 181,989 Likes
KEY POINT
Since clients are likely to use SNSs it may be helpful for counselors/therapists to understand the phenomena of SNSs, even if they do not participate themselves.

(Myers et al., 2012)
ETHICS & TECHNOLOGY
Ethical Issues

- Ethical Codes and Technology
- Ethics and Self Disclosure
  - Self Disclosure Definition/Guidelines
- Self Disclosure and Social Media
  - Rural Examples
  - Guidelines for Disclosure
- Ethical Reasoning
- Liability Insurance for Social Media
Ethical Codes and Licensing Boards have not caught up with the TECHNOLOGY.

In some cases ... provide little guidance.
July 2017-New Technology Standards for Social Work

Starting to see more Guidance!
Other boards may use existing laws and investigate complaints on the grounds of:

- Unprofessional conduct
- Unethical conduct
- Moral turpitude
- Mismanagement of patient records
- Revealing a privileged communication
- Breach of confidentiality

(Cronquist & Spector, 2011; Spector & Kappel, 2012)
Counselor
Self Disclosure
Self-disclosure in psychotherapy is defined as the revelation of personal rather than professional information by a psychotherapist to a client.

(Zur et al., 2009)
All clinicians affirm the importance of being thoughtful and intentional about how they handle issues of self disclosure. (Schwartz, 1993)
"All disclosures reflect decisions about the boundaries between the private self and the outer world."

(Farber, 2006)
Self-Disclosure

- Unintentional
- Deliberate
- Accidental
- Verbal
- Nonverbal
- Avoidable
- Unavoidable

(Zur et al., 2009)
Counselor Self-Disclosure

- BENIGN
- APPROPRIATE
- INAPPROPRIATE

(Zur et al., 2009)
Technology has redefined the process of Counselor Self-Disclosure
“Nothing that enters cyberspace is ever completely secure” 

(Collins, 2007)
Many social network users are communicating in their virtual underwear with few inhibitions (p. 45)

(Van Allen & Roberts, 2011; Rosenblum, 2006)
KEY POINT
Everything that you post on the internet can live on *FOREVER!!!*
Research found that 60% of medical schools in the sample had posted unprofessional online content, including:

- disclosure of patient confidentiality
- profanity
- discriminatory language
- depiction of intoxication
- sexually suggestive material

(Chretien & Kind, 2009)
Clinicians must be aware that all of their online postings, blogs, or chats may be viewed by their clients and will stay online, in some form, forever.

(Zur et al., 2009)
Interesting professional and ethical challenges as the distinctions between private and public information blurs.

(Behnke, 2008)
4 types of dilemmas that involve multiple-role relationships

(Schank & Skovholt, 1997)
Overlapping social relationships

(Schank & Skovholt, 1997)
Overlapping Professional/Business Relationships

(Schank & Skovholt, 1997)
overlapping relationships involving the clinicians’ family

(Schank & Skovholt, 1997)
overlapping relationships involving the clinicians’ clients with other clients

(Schank & Skovholt, 1997)
Need to examine clinicians’ personal use of SNS outside of the therapy hour & its impact on clinicians’ reputation & credibility

(Van Allen & Roberts, 2011)
Should counselors/therapists/social workers participate in social network sites as a private citizen?
For example, just as transparency in communities may involve increased knowledge of a clinician’s whereabouts, some SNSs tag photos with exact GPS coordinates of where they were taken (Nicholson, 2011).
Confidentiality Issues...

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(Kaplan, Wade, Conteh, & Martz, 2011)
Certainly, we need to be thoughtful about what we post online and careful about whom we grant access to our personal information.
Questions to Ask Yourself Before Posting

• What are the costs and benefits of posting the information?
• Is there a high probability that clients will be significantly and negatively affected?
• How will the disclosure affect my relationship with my clients?
• Does the disclosure threaten my credibility or undermine the public’s trust in the field of counseling?

(Gabbard et al., 2011)
Counselors Should Not POST

- Client information
- Disparaging comments about colleagues or client groups
- Unprofessional media (e.g., photographs and/or videos that undercut the reputation of psychological practice)
- Comments about litigation in which one is involved

(Gabbard et al., 2011)
Five Ethical Principles

• Nonmalefiscence - do no harm
• Autonomy - clients get to make their own choices
• Beneficence - do good
• Fidelity - keep promises
• Justice - be fair
Making an Ethical Decision

A practical tool for thinking through tough choices

from

Markkula Center for Applied Ethics

Continue
Legal Issues

Practitioners should contact both their professional and personal liability insurance representatives to determine if professional and personal liability insurance policies cover ethical violations related to SNSs

(Gabbard et al., 2011)
KEY POINT

Ethics don’t change, the context in which we use them may.
EMAILING & TEXTING PATIENTS - PRIVACY & SECURITY
Privacy, Security, & Confidentiality Issues
SO WHAT’S THE DEAL
“electronic exchanges”
Emailing Clients
Security of Email

- Emails are stored at multiple locations: the sender's computer; your Internet Service Provider's (ISP) server; & the receiver's computer.
- Deleting an email from your inbox doesn't mean there aren't multiple other copies still out there.
- Emails are also vastly easier for employers and law enforcement to access than phone records.
- Finally, due to their digital nature, they can be stored for very long periods of time.
‘Email is not like mailing a sealed letter or package. It’s more like sending a postcard – people are not supposed to read it while in transit, but it passes through many hands, & one can never be sure that someone is not reading it illegally.’

Ms. Wendy Woods
% National Frontier & Rural Addiction Technology Transfer Center
Reno, NV

(AMA, 2010-13)
HIPAA New Rule Regarding Email

- **Privacy Rule** allows providers to communicate electronically with patients
  - Reasonable safeguards
    - Checking email for accuracy
    - Sending an email alert
    - Limiting the amount or type of information disclosed
  - Must be in compliance with 45 CFR Part 164 Subpart C

- **Health care providers** can provide email reminders to patients if they consent

- **Patients** can initiate email communications with providers using email
Re-Targeting
Do you or your staff TEXT clients?
More than one-third of cell phone users

• have sent a text message to the wrong person (38%)
• report that a text they sent was misunderstood by the reader (37%)

(http://www.saurageresearch.com/key-findings-novemberdecember-2009/)
This is the standard cable

This is a standard cat. Who is this?

Hahahaha wrong person, nice cat!
Text Messages can be saved, sent to an email account, and posted online all without the other person's permission.

Mom Cell

please stop changing the google logo so much

i like the original one

Mom I don't change the logo. Google changes it.

on my computer

You don't run the google?

If I did I wouldn't be driving a 2004 ford.
Text Message Transmission Process
“Traditional Short Message Service (SMS) text messaging is non-secure and non-compliant with safety and privacy regulations under the HIPAA. Messages containing ePHI can be read by anyone, forwarded to anyone, remain unencrypted on telecommunication providers’ servers, and stay forever on sender’s and receiver’s phones.”

(American Academy of Orthopaedic Surgeons, August 2012)
All information here for each carrier’s post-paid branch.
Adapted from an infographic by Michael Cerwonka, Wired.com
“No it is not acceptable for physicians or licensed independent practitioners to text orders for patients to the hospital or other healthcare setting. This method provides no ability to verify the identity of the person sending the text and there is no way to keep the original message as validation of what is entered into the medical record.”

The Joint Commission November 10, 2011

http://www.jointcommission.org/standards_information/jcfaqdetails.aspx?StandardsFaqId=401&ProgramId=1
To ensure the patient’s privacy clinicians should consider the use of encrypted email systems or portal messaging systems that can be used by a computer, tablet, or smartphone.
Safe Practices
maintain physical control of your mobile device/computer
unsecured networks

(http://www.HealthIT.gov/mobiledevices)
unintentional disclosure

(http://www.HealthIT.gov/mobiledevices)
check out what is downloaded on your mobile device/computer and keep the security software updated

(http://www.HealthIT.gov/mobiledevices)
activate wiping and/or remote disabling
use a secure portal to send or receive PHI over public Wi-Fi networks

(http://www.HealthIT.gov/mobiledevices)
Implement *policies & procedures* to restrict access to, protect the integrity of, & guard against unauthorized access to electronic PHI (e-PHI)

*access denied...*

(HHS Office for Civil Rights)
SOCIAL MEDIA POLICY ISSUES
Do you or your agency have a social media policy?
Whether staff accepts friend requests from social networking sites or be a follower of the counselor on Twitter?
If a client friends you and you accept them, they have access to your pictures.

Halloween Party
2012
Things can be taken out of context

That can go both ways....
Our opinion is that engaging in **friending and following** those whom we serve, supervise, teach, or collect research data from, crosses appropriate boundary lines because it implies a personal relationship.

(Kaplan, Wade, Conteh, & Martz, 2011)
Does your agency or department have a designated Facebook page, Instagram or Twitter Feed?
Who has access? Privacy Settings?
Who can post on the feed?
Who checks the feed?
Is there a safety Policy in place for it?
Nevada's Recovery and Prevention Community

145 likes • 34 talking about this

Community Organization
Student Center is in the WRB (William Raggio Building) Room 1001 on Monday to Friday 9-5.
Whether clients can text, email, or take phone calls during sessions, groups?
ONLINE Consultations

1. Increase the possibility of inadequate and simplistic solutions

2. Risk of violating client confidentiality unless identifying information is well camouflaged

(Kaslow, Patterson, & Gottlieb, 2011)
3. Unless the person seeking consultation knows the counselor who is responding, he or she has no assurance about the efficacy, accuracy, validity, and soundness of the information provided.

(Kaslow, Patterson, & Gottlieb, 2011)
Whether messaging through social network sites such as LinkedIn or Facebook can be used to interact with staff?
“Clients should know that electronic communications are generally not secure methods of communication and there is a risk that one's privacy/confidentiality could be compromised with their use"
The conditions under which Google, Facebook, or other search engines may be used to find out information about a client/participant

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(Kaplan, Wade, Conteh, & Martz, 2011)
The accessibility, anonymity, and universality of the Internet have made it easier and more tempting to “Google” people.
Prevalence of Googling

• 22% of 193 clinical psychology graduate students had Googled their psychotherapy clients (Martin, 2010)

• 28% of 227 multidisciplinary psychotherapists accidentally found information about clients online whereas 48% intentionally sought this information (Kolmes & Taube, 2010)
98% of doctoral psychology students had searched for at least one client’s information over the past year... even though most reported that searching for clients online was “always” or “usually” unacceptable.

(DiLillo & Gale, 2011)
Patient/Client Targeted Googling ...

Is it infringing on a patient’s privacy?
3 Things to Consider Before Conducting Patient Targeted Googling

• consider the intention of the search
• evaluate the potential risk to the patient
• anticipate the effect of gaining previously unknown information
More in depth questions

1. Why do I want to conduct this search?

2. Would my search advance or compromise the treatment?

3. Should I obtain informed consent from the patient prior to searching?
More in depth questions

4. Should I share the results of the search with the patient?

5. Should I document the findings of the search in the medical record?

6. How do I monitor my motivations and the ongoing risk-benefit profile of searching?

(Clinton, Silverman, & Brendel, 2010)
Would it be okay for a counselor to drive by a clients’ house?
On the other hand
With the click of a mouse, clients can find a wealth of information on their counselors online

(Tunick, Mednick, & Conroy, 2011)
Some personal information about staff may be available to the client without the clinician’s knowledge or approval (Lannin & Scott, 2013)
In some cases clinicians in training had either been matched with current/former clients through anonymous dating websites (Taylor et al., 2010)
Clients Googling Counselors

70% of clients reported finding personal information about their psychotherapist on the Internet

only 28% discussed it with their psychotherapist

(Kolmes & Taube, 2011)
How do you respond if a client tells you that he has “Googled” you or visited your website?
How the counselor may or may not respond to comments or ratings posted on internet sites

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(Kaplan, Wade, Conteh, & Martz, 2011)
"My mime class went ape-crazy over this stuff. Comments ranged from ‘______!’ to ‘________!!’"

M. Taylor

"No matter how much I applied, or no matter where I applied it, I just wasn’t as happy as the gentleman on the box."

Derry

"You should definitely buy this product, just make sure to apply near soft furniture, and not near any household pets. I subtracted one star in memory of Mr. Snuffles."

Archbishop Shaggy

Read more customer reviews
In the beginning, SCCC's services were very helpful and I had a great experience. However, during services, I found myself involved in a severely traumatic experience. They assigned me to a new therapist who was not qualified for the issues that had arisen. Not only did this therapist misdiagnose the situation, he also pathologized me during treatment. When I attempt to remedy the situation the director shut me down and was unresponsive. The point here is that I needed advocacy and I was treated as a sick person instead of getting the assistance I needed.

Was this review ...?  Useful  Funny  Cool

---

Wow...there are some serious negative reviews here and I'm amazed. Several years ago my husband and I were going through a difficult time and if it weren't for SCCC we would've divorced. Which is really sad considering how awesome life is for us right now.

Our therapist was the best and I truly appreciate how many tools for life he taught us.

I honestly cannot speak for group therapy, but our one on one was great. The times they offered were great too..

I think the one drawback was the front desk guy with the glasses...he's a bit...um...standoffish and it can be slightly unnerving.

Was this review ...?  Useful (10)  Funny (4)  Cool (3)
2 Additional Issues
1st Issue

DON’T EVER ‘SHOULDER SURF’ or MAKE AN EMPLOYEE SHARE THEIR PASSWORD or ASK THEM to ‘FRIEND YOU’ (Klemchuk & Desai, 2014)
10 states ... Arkansas, Colorado, Illinois, Nevada, New Jersey, New Mexico, Oregon, Utah, Vermont and Washington ... enacted legislation in 2013
(Vermont's legislation provides for a study only)

28 states - legislation pending

2nd Issue

CareerBuilder...

approximately 37% of companies indicated they use social networking sites to research job candidates

Companies need to be careful when using social media in recruiting employees and researching applicants. ‘What is learned cannot be unlearned’ (Kasarjian, 2013)

Protected Class (race, religion, & disability)
Social Media Policy Sample

• Use Sample Policy Based upon examples such as the Walmart’s Policy
• Don’t use a summary statement that this policy doesn’t violate employees’ Section 7 Rights
• Many case examples - don’t become one of them

(Kasarjian, 2013)
Importance of Conducting Self Assessments
‘Ethical behavior does not arise solely from habit or obedience to patterns or rules but includes intelligently guiding our actions in harmony with the texture of the situation’

(Luce-Kapler, Sumara, & Iftody, 2010, p. 540)
Questions
The End...