



ETHICS FOR REHABILITATION COUNSELORS

PROGRAM I

QUESTIONS FOR MODULES I-VIII

Instructions for completion...

After reading articles I through VIII:

1. Read each set of questions carefully.
2. Indicate your response by circling the letter preceding the response.
3. Choose only one response for each question.
4. Complete the evaluation at the end of this packet.
5. Complete the application for continuing education credits, sign your name and be sure to include your CRC certificate number.
6. Return the entire completed packet to CRCC along with the \$50 fee. To be granted credit you must return the questions to all eight modules at the same time along with the evaluation.

QUESTIONS – MODULE I – DUAL RELATIONSHIPS

Ethics: Setting Boundaries

After reading Module I, complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. A dual relationship means that a counselor has assumed more than one role with regard to:
 - a. a client.
 - b. a supervisee.
 - c. a client and a supervisee.
 - d. all of the above.

2. Dual relationships:
 - a. are not inherently unethical.
 - b. are inherently unethical.
 - c. only involve sexual relationships.
 - d. are not problematic if initiated by the client.

3. A sexual relationship with a client is:
 - a. unethical but not illegal.
 - b. not unethical if initiated by the client.
 - c. a felony in all states.
 - d. a felony in some states.

4. The practice of bartering for professional service:
 - a. can be cost-effective.
 - b. should be avoided whenever possible.
 - c. is a recommended practice for low-income clients.
 - d. does not require unusual or special mechanisms.

5. Documenting your precautionary actions and rationale for the client while engaged in an unavoidable dual relationship:
 - a. exposes the counselor to greater risk that charges of exploitation would be upheld.
 - b. may decrease the counselor's risk that charges of exploitation would be upheld.
 - c. eliminates the need for close supervision during the counseling process.
 - d. violates the client's rights to confidentiality.

QUESTIONS – MODULE II – SUPERVISION

Ethics: When You're the Boss

After reading Module II, complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. In the supervisory relationship, the primary obligation of the supervisor is to:
 - a. ensure the professional development of the supervisee and that the client's welfare is being met.
 - b. promote the rehabilitation counseling profession and the supervisee's employer.
 - c. allow supervisee autonomy with their clients.
 - d. ensure that the supervisee is culturally competent.

2. The ethical principle that most specifically is the foundation of the requirement for due process for supervisees is:
 - a. beneficence.
 - b. nonmaleficence.
 - c. autonomy.
 - d. fidelity.

3. In the opinion of ethics authorities, the appropriate balance between provision of supervision and exploration of personal issues in the supervisory relationship:
 - a. allows the supervisor to provide ongoing personal counseling.
 - b. bars the provision of ongoing personal counseling.
 - c. is unclear due to lack of expert consensus.
 - d. is an issue not addressed in the professional literature.

4. Clients whose counselors are being supervised:
 - a. should not be disturbed by being informed of the supervising relationship.
 - b. may not receive services directly from the supervisor.
 - c. must be informed that their counselor is being supervised.
 - d. should understand that the confidentiality of their counseling relationship is unaffected.

5. Taping or recording of counseling sessions for counseling supervision:
 - a. is never permitted.
 - b. can be done with prior consent of the client specifically to the taping.
 - c. can be done with consent of the client prior or post session specifically to the taping.
 - d. is always permitted when the client is informed only of the general supervisory relationship.

QUESTIONS – MODULE III – A BUSINESS PERSPECTIVE

Ethics: It's Just Good Business

After reading Module III, complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. Adhering to a code of professional ethics can result in a reduction in liability insurance premiums because:
 - a. insurance carriers believe that a counselor who states an adherence to a code is fundamentally a more ethical person than one who does not state an adherence to a code.
 - b. such individuals belong to some type of professional organization that purchases group liability insurance.
 - c. claims experience shows that practitioners who are subject to the oversight created by the organization supporting the code produce reduced liability exposure on the part of the carrier.
 - d. insurance will not need to be purchased by any individual who adheres to a professional code.

2. Misunderstandings with a business referral source can be avoided by:
 - a. explaining the misunderstandings to the customer as they arise.
 - b. sending the Code of Professional Ethics to the referral source.
 - c. telling the referral source up front that the client's interests come first.
 - d. using a third party to communicate with the customer.

3. The Preamble to the CRCC Code of Professional Ethics requires that rehabilitation counselors be committed to facilitating which of the following?
 - a. Physical independence.
 - b. Emotional independence.
 - c. Intellectual independence.
 - d. Economic independence.

4. Protecting the integrity of the CRC credential:
 - a. Identifies only practitioners.
 - b. Generates client confidence.
 - c. Provides name recognition.
 - d. Allows certificants to bill at a higher rate.

5. A valid business reason to adhere to the CRCC Code of Professional Ethics is to:
 - a. Set fees for referral.
 - b. Value services when bartering.
 - c. Protect proprietary data.
 - d. Increase consumer confidence.

QUESTIONS – MODULE IV – DEFINING THE CLIENT

Who's the Client?

After reading Module IV, complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. The issue of “who’s the client” is simple in public and private non-profit rehabilitation because the rehabilitation counselor:
 - a. works with a group of clients of high compliance.
 - b. works with fewer stakeholders whose interests are not as likely to create conflicts of interest.
 - c. works with a large caseload that usually does not create conflict of interest.
 - d. usually receives close supervision from the supervisor.

2. One of the major sources of conflict of interest in private rehabilitation tends to relate to which of the following factors?
 - a. Economic pressures for obtaining case referrals from third-party sources.
 - b. Unclear guidelines in working with employers, attorneys, physicians, and clients.
 - c. Working with too many clients at one time.
 - d. CRCC’s Code of Professional Ethics does not address private practice issues directly.

3. According to CRCC’s Code of Professional Ethics, which one of the following is regarded as the “client”?
 - a. The party who pays the bill.
 - b. The party who makes the referral.
 - c. The person with a disability, functional limitation(s), or medical condition and who receives services.
 - d. The employer of the client with a disability.

4. Section C of CRCC’s Code of Professional Ethics addresses which of the following roles that the rehabilitation counselor should play?
 - a. Functions as a protector of confidentiality.
 - b. Works as a broker between the client and the employer.
 - c. Serves as an arbitrator between the client and the attorney.
 - d. Serves as an advocate for persons with disabilities.

5. If there is a reason to question the ethical propriety of a specific behavior, the rehabilitation counselor should:
 - a. Act according to one’s belief and values.
 - b. Refrain from engaging in such behavior.
 - c. Use common sense as a guideline.
 - d. Provide informed consent to the client.

QUESTIONS – MODULE V – DIVERSITY

Ethics: Perspective on Diversity

After reading Module V, complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. According to CRCC's Code of Professional Ethics, which specific Section states that counselors should respect the diversity of their clients, and consider the clients' cultural perspectives when developing plans?
 - a. Section A.
 - b. Section B.
 - c. Section C.
 - d. Section D.

2. If the counselor had determined that personal prejudices would deter him or her from being able to work with the client, the ethical guidelines state that:
 - a. the counselor should just ignore or set aside personal beliefs and keep working with the client.
 - b. the counselor should immediately refer the client to another counselor, because the counselor is too incompetent to work with her.
 - c. once the counselor became aware that personal problems were interfering or could interfere with his or her effectiveness as a professional, the counselor should have sought professional assistance to determine if his or her professional activities should be limited, suspended, or terminated.
 - d. the counselor should inform the client to find another professional because the counselor cannot help a client whose lifestyle and/or culture is one that he or she doesn't understand or believe to be right.

3. Which Section of CRCC's Code of Professional Ethics states that counselors must establish and maintain a level of competence, which ensures that clients will receive the highest quality of service the counselor is capable of offering.
 - a. Section A.
 - b. Section C.
 - c. Section D.
 - d. Section E.

4. To provide the client with appropriate counseling services, a counselor must first strive to eliminate any:
 - a. behaviors of the client that he or she does not agree with.
 - b. referrals for people with cultural differences or disabilities.
 - c. strong personal beliefs that people may not like.
 - d. attitudinal barriers, such as stereotyping that he or she may have.

Questions – Module V – Continued

5. The Standards most applicable and important to Module V are those that address the issues of:
 - a. assessment and confidentiality.
 - b. professional relationships and competence.
 - c. client advocacy and moral/legal standards.
 - d. competence and counselor-client relationship.

QUESTIONS – MODULE VI – IDENTIFYING ETHICS

But is it Ethics?

After reading Module VI, complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. A counselor's primary obligation is always to the:
 - a. employer.
 - b. client.
 - c. insurance carrier.
 - d. agency.

2. Which of the following is not a sanction that can be imposed by the Commission on Rehabilitation Counselor Certification (CRCC)?
 - a. Fine.
 - b. Reprimand.
 - c. Suspension.
 - d. Revocation.

3. The CRCC Code of Professional Ethics defines the term "client" as the:
 - a. referral source.
 - b. person with a disability, functional limitation(s), or medical condition and who receives services.
 - c. insurance company.
 - d. employer.

4. Why is the Preamble not used to determine whether an ethical violation has occurred?
 - a. It is too specific.
 - b. It is not aspirational.
 - c. It is too general.
 - d. It is too legal.

5. At what point in the grievance process may a CRC who has been accused of having violated the Code of Professional Ethics request a hearing?
 - a. Immediately after the complaint is filed.
 - b. After the Ethics Committee reviewed the CRC's response and determined that there is still potential for a violation.
 - c. After the Ethics Committee has completed its initial review of the complaint and determined that there is potential for a violation.
 - d. After the Ethics Committee has determined a sanction.

QUESTIONS – MODULE VII – PUBLIC SECTOR PRACTICE

Ethics in the Public Sector

After reading Module VIII complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. Informed consent requires that the counselor disclose all of the following with the exception of:
 - a. the counselor's professional background and practice limits.
 - b. informing consumers of their rights to communicate with certification and/or licensing boards.
 - c. any appeal rights within the agency.
 - d. the counselor's case services budget.

2. When is it ethical to bend agency regulations for the benefit of a client?
 - a. When the counselor does not agree with agency regulations.
 - b. It is never ethical to bend agency regulations for the benefit of a client.
 - c. When the client does not agree with agency regulations.
 - d. It is always ethical to bend agency regulations for the benefit of a client.

3. When faced with an ethical dilemma the counselor should consult:
 - a. with fellow professionals.
 - b. the agency's regulations.
 - c. CRCC's Code Professional of Ethics.
 - d. all of the above.

4. When faced with a potential dual relationship with a client, it is best for the rehabilitation counselor to:
 - a. advise his or her supervisor.
 - b. warn the client of the danger of "dual relationships".
 - c. advise CRCC's Ethics Committee.
 - d. avoid dual relationships with clients.

5. Although we need to consider client interests, agency policy may supercede the client's best interest and require the counselor to violate the Code of Professional Ethics. In these situations the counselor is required to:
 - a. follow agency regulations and ignore the client's interest.
 - b. not disclose to the client that he/she is following agency rules at the client's expense.
 - c. ask CRCC for an advisory opinion.
 - d. inform the agency of the conflict caused by the agency rule.

QUESTIONS – MODULE VIII – FORENSIC REHABILITATION

Ethics and Forensic Rehabilitation

After reading Module IX complete the questions in this section by circling the correct response. Choose only one response for each question. To receive the total of 4.0 clock hours you will be required to complete all questions for each module and achieve a score of 80% or higher on each module.

1. When testifying as an expert witness, responding to attorney's questions that fall outside of the rehabilitation counselor's area of expertise is:
 - a. acceptable as long as the rehabilitation counselor possesses some training and/or experience in that area.
 - b. required since one's willingness to act as an expert witness commits one to answer all questions asked to the best of one's ability.
 - c. acceptable only if the rehabilitation counselor is under oath.
 - d. unacceptable as such opinions may be harmful to all involved parties.

2. Rehabilitation counselors practicing in forensic settings are operating within an environment characterized by which of the following?
 - a. A requirement that experts assume the role of client advocate.
 - b. An expectation that evidence will be based upon inference and hypothesis.
 - c. An adversarial process.
 - d. An expectation that the expert's testimony will promote client goals.

3. Which of the following is always true for rehabilitation counselors providing testimony?
 - a. Counselors must personally evaluate the client prior to offering opinions about the case.
 - b. Counselors must clearly document situations of limited access to clients or evaluative information.
 - c. When counselors engage solely in case consultations, they are not engaging in a dual relationship.
 - d. When performing evaluations, counselors must not identify their affiliation with either the plaintiff or defense attorney in order to maximize the probability of truthful and unbiased response from the client.

4. The amount of formal training provided by most counselor education programs on the legal system and the litigation process is:
 - a. minimal.
 - b. decreasing.
 - c. substantial.
 - d. minimal but sufficient.

5. When a rehabilitation counselor is hired by an attorney to "help the case," the rehabilitation counselor:
 - a. can give testimony based on the attorney's point of view if the counselor feels the attorney is more familiar with the case.
 - b. has an ethical responsibility to inform the attorney at the outset of the business relationship about what the counselor can and is willing to do in the case.
 - c. has legal responsibility to inform the attorney about his or her willingness to perform certain duties in the case.
 - d. should state at the outset of the case whether he or she is a defense or plaintiff expert.

ETHICS FOR REHABILITATION COUNSELORS

A HOME STUDY PROGRAM I

EVALUATION

Poor-Excellent

1. Did the program provide you with a better understanding of ethics? 1 2 3 4 5

Comments: _____

2. How important was this study in developing your awareness of the Code of Professional Ethics for Rehabilitation Counselors? 1 2 3 4 5

Comments: _____

3. Did the program relate the information in such a way that it was beneficial? 1 2 3 4 5

Comments: _____

4. Were the materials conveyed in such a manner that they are transferable to your practice setting? 1 2 3 4 5

Comments: _____

5. What was your opinion of the overall program? 1 2 3 4 5

Comments: _____

6. What improvements would you suggest to make the program more effective or better suited to your needs?

Comments: _____

ETHICS FOR REHABILITATION COUNSELORS

Application for Continuing Education Credit

A total of 4.0 clock hours of continuing education have been approved for the completion of these eight modules. To obtain the maximum hours you are required to complete this application, answer all the questions, obtain a score of 80% or higher on each module, and complete the evaluation form. Only original, completed packets will be scored. CRCC will not accept photocopies for continuing education credit. A fee of \$50.00 will be assessed for the course. This fee must be paid at the time the materials are submitted to CRCC for evaluation and addition to your certification file. Please make your check payable to CRCC.

Name

CRC/CCRC Certificate Number

Street Address

City

State

Zip Code

- I have completed the top section with my name, address, and certificate number.
- I have read the modules and questions carefully and circled the correct response.
- I am returning the original questions for scoring.
- I have completed the evaluation.
- I have enclosed a check in the amount of \$50.00 made payable to CRCC.

Applicant's Signature

Date

Upon completion of this home study program, the answers and the evaluation should be sent to:

Commission on Rehabilitation Counselor Certification
1699 E. Woodfield Road, Suite 300
Schaumburg, IL 60173
Attn: Continuing Education Department

Once the packet of answers and the evaluation are received, the packet will be reviewed and scored. One half clock hour (.5) of continuing education credit will be awarded for each module on which you achieve a score of 80% or higher. When the scoring is complete, your graded responses will be returned to you together with an updated report indicating the continuing education was added to your certification record.

For Office Use Only

Module I: ____%

Module II: ____%

Module III: ____%

Module IV: ____%

Module V: ____%

Module VI: ____%

Module VII: ____%

Module VIII: ____%

Total Credits Awarded: _____