

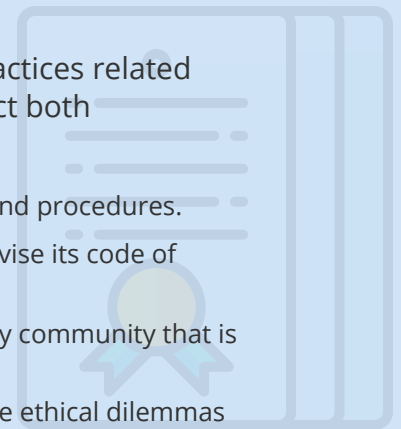
Ethical Framework for Service Delivery

Peer recovery support service (PRSS) programs require an ethical framework for service delivery. In most cases, simply “importing” a professional code of ethics is not effective. There is a difference between the professional-client relationship and the relationship of the peer leader and the peer being served that warrants an ethical framework specifically tailored to PRSS.

1. Code of Ethics

Does the PRSS program have guidelines, policies, procedures, and practices related to ethics that are consistent with recovery and peer values that protect both providers and recipients of peer services?

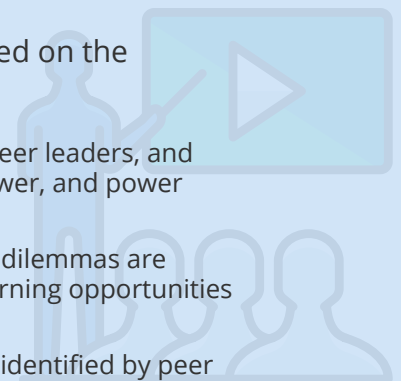
- Has a written and visibly posted code of ethics and related written policies and procedures.
- Uses a participatory process to: a) clarify program values, b) develop and revise its code of ethics, and c) set policies and practices related to ethics.
- Ensures that the code of ethics is specific to and appropriate for the recovery community that is served.
- Has methods to track and document patterns of ethical dilemmas, to explore ethical dilemmas organizationally and programmatically.



2. Ethics Training and Support

Does the PRSS program ensure that training and guidance are provided on the implementation of ethical guidelines?

- Conducts a comprehensive orientation and ongoing training for new staff, peer leaders, and peer service providers covering ethics-related topics, including relational power, and power dynamics, using scenarios of critical peer incidents as a training method.
- Conducts meetings as necessary, for staff and peer leaders, in which ethical dilemmas are explored in a supportive and judgment-free manner that promotes both learning opportunities and accountability.
- Uses learning sessions to explore sound approaches to ethical dilemmas as identified by peer leader(s).

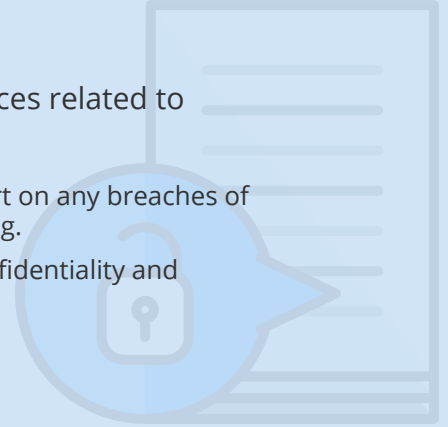


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3. Confidentiality

The PRSS program has guidelines, policies, procedures, and practices related to maintaining confidentiality of personal information.

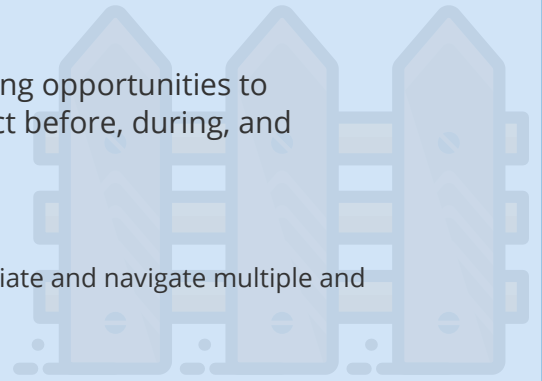
- ✓ Has a clear internal reporting process for staff and peer leaders to report on any breaches of confidentiality rules or situations, possibly requiring mandatory reporting.
- ✓ Provides an orientation for staff and peer leaders regarding rules of confidentiality and mandatory reporting.
- ✓ Provides advanced training on confidentiality.
- ✓ Provides means for peer providers to maintain confidentiality.



5. Boundary Setting

The PRSS program provides supervision, support, and learning opportunities to help staff and peer leaders address boundary-related conflict before, during, and after it happens.

- ✓ Has written guidelines regarding setting and keeping boundaries.
- ✓ Facilitates regular dialogue on boundary issues and how to negotiate and navigate multiple and shifting roles.
- ✓ Provides training on boundary issues.



Recommendations

- ✓ Use locked cabinets for record storage.
- ✓ Provide space for private discussion between peer leaders and peers.
- ✓ Form an ethics committee or workgroup that meets regularly to address ethical challenges as they arise.
- ✓ Create a form for staff members and volunteers to sign indicating that they have read the policies.
- ✓ Provide training and guidance with specific information on 42 CFR Part 2 Federal Confidentiality laws and the Health Insurance Portability and Accountability Act (HIPAA), when required.

