

Social Work Values and Ethics

EPAS #	EPAS Competency/Practice Behavior	Multiple Choice	True or False	Essay
2.1.1b	Practice personal reflection and self-correction to assure continual professional development	25	19-20	
2.1.1e	Engage in career-long learning		15	11
2.1.2	Apply social work ethical principles to guide professional practice			
2.1.2a	Recognize and manage personal values in a way that allows professional values to guide practice	25	19-20	
2.1.2b	Make ethical decisions by applying standards of the National Association of Social Workers Code of Ethics and, as applicable, of the International Federation of Social Workers/International Association of Schools of Social work Ethics in Social Work, Statement of Principles	1-16, 22	1-11	1-4
2.1.2c	Tolerate ambiguity in resolving ethical conflicts		12	5-7
2.1.2d	Apply strategies of ethical reasoning to arrive at principled decisions			
2.1.3	Apply critical thinking to inform and communicate professional judgments	25	12	5-7, 14-16
2.1.3c	Demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues	17-18	13	8
2.1.4a	Recognize the extent to which a culture's structures and values may oppress, marginalize, alienate, or create or enhance privilege and power		15	11
2.1.4d	View themselves as learners and engage those with whom they work as informants		15	11
2.1.5	Advance human rights and social and economic justice	23-24	17	12-13
2.1.5a	Understand forms and mechanisms of oppression and discrimination	23-24	17-18	12-13
2.1.5b	Advocate for human rights and social and economic justice	23-24	15, 17-18	11-13
2.1.5c	Engage in practices that advance social and economic justice	23-24	15, 17-18	11-13
2.1.6a	Use practice experience to inform scientific inquiry	19		9
2.1.6b	Use research evidence to inform practice	19		9
2.1.7b	Critique and apply knowledge to understand person and environment		15	11
2.1.8a	Analyze, formulate, and advocate for policies that advance social well-being		15, 18	11
2.1.8b	Collaborate with colleagues and clients for effective policy action		15-16, 18	11
2.1.9a	Continuously discover, appraise, and attend to changing locales, populations, scientific and technological developments, and emerging societal trends to provide relevant services	17-18, 23-24	13, 15, 17	8, 11-13

2.1.9b	Provide leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services		15	
2.1.10	Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities	20	14	10
2.1.10b	Use empathy and other interpersonal skills		15	11
2.1.10h	Initiate actions to achieve organizational goals		16	
2.1.10k	Negotiate, mediate, and advocate for clients		15	11

Learning Objectives (LO)	Multiple Choice	True/ False	Essay
A. Review the general categories in the NASW Code of Ethics	1-8	1-3	1-2
B. Provide case examples of compliance and noncompliance concerning some of the major ethical issues involved, including self-determination, privacy and confidentiality, conflict of interest and dual relationships, sexual relationships, respect for colleagues, and referral for services	9-16	4-11	3-4
C. Introduce critical thinking about ethical dilemmas		12	5-7
D. Discuss ethical issues concerning the Internet	17-18	13	8
E. Examine ethical conflicts faced by military social workers during combat	19		9
F. Recognize ethical obligations at the macro level	20	14	10
G. Introduce the importance of social work in a global context, including international social work and international social work organizations	21-22	15-16	11
H. Define and discuss human rights and examine the human rights violation of human trafficking	23-24	17-18	12-13
I. Discuss the difference between personal and professional values	25	19-20	14-16

Multiple Choice Questions

- The NASW Code of Ethics is composed of all the following primary facets *except*:
 - Mission
 - Preamble
 - Ethical Standards
 - Bylaws

ANS: D LO: A PG: 35-36 EPAS: 2.1.2b

- “Providing help, resources, and benefits so people can achieve their maximum potential” is the definition of the NASW Code of Ethics’ core value of:
 - Social justice
 - Integrity
 - Service
 - Importance of human relations

ANS: C LO: A PG: 35 EPAS: 2.1.2b

3. _____ refers to the condition that in a perfect world all citizens would have identical rights, protections, opportunities, obligations, and social benefits regardless of their backgrounds and membership in diverse groups.
- A. Social justice
 - B. Importance of human relationships
 - C. Dignity and worth of the person
 - D. Economic justice

ANS: A LO: A PG: 35-36 EPAS: 2.1.2b

4. The NASW Code of Ethics includes all of the following core values *except*:
- A. Social justice
 - B. Ethical dilemmas
 - C. Integrity
 - D. Importance of human relationships

ANS: B LO: A PG: 35-36 EPAS: 2.1.2b

5. _____ is described in the core values of the NASW Code of Ethics as holding in high esteem and appreciating individual value.
- A. Social justice
 - B. Importance of human relationships
 - C. Dignity and worth of the person

ANS: C LO: A PG: 36 EPAS: 2.1.2b

6. _____ is described in the core values of the NASW Code of Ethics as valuing the dynamic reciprocal interactions between social workers and clients, including how they communicate, think and feel about each other, and behave toward each other.
- A. Social justice
 - B. Importance of human relationships
 - C. Dignity and worth of the person

ANS: B LO: A PG: 36 EPAS: 2.1.2b

7. “Maintaining trustworthiness and sound adherence to moral ideals” describes the _____ value of the NASW Code of Ethics.
- A. Integrity
 - B. Social justice
 - C. Service
 - D. Competence

ANS: A LO: A PG: 36 EPAS: 2.1.2b

8. All of the following are considered ethical standards of the NASW Code of Ethics *except*:
- A. Social workers’ ethical responsibility to clients
 - B. Social workers’ ethical responsibility to colleagues
 - C. Social workers’ ethical responsibility to the broader society
 - D. Social workers’ ethical responsibility to educational programs

ANS: D LO: A PG: 38 EPAS: 2.1.2b

9. Applied to social work, client self-determination means that practitioners are responsible for each of the following *except*:
- A. Informing clients about available resources
 - B. Helping clients define and articulate their alternatives
 - C. Assisting clients in evaluating the consequences of options
 - D. Advising clients as to what option is the best for them

ANS: D LO: B PG: 36 EPAS: 2.1.2b

10. According to the NASW Code of Ethics, which of the following is considered a social worker's ethical responsibility to colleagues:
- A. Informed consent
 - B. Interdisciplinary collaboration
 - C. Integrity of the profession
 - D. Public participation

ANS: B LO: B PG: 38 EPAS: 2.1.2b

11. Social workers' ethical responsibilities to the broader society include:
- A. Client records
 - B. Billing
 - C. Social and political action
 - D. Disputes involving colleagues

ANS: C LO: B PG: 38 EPAS: 2.1.2b

12. Sanchez is a job coach for a county social services department. Desdemona is one of Sanchez's clients. His job is to evaluate people's strengths, skills, and interests and link them with appropriate employment. Desdemona emphasizes how she would like to be a sales clerk. She is generally gregarious and outgoing. Sanchez knows Desdemona never graduated from high school. He can't believe that Desdemona would be able to make any money as a sales clerk and he thinks that she would be better able to handle a clerical job such as a secretary. He thinks that she will fail as a sales clerk and doesn't want to see that. Therefore, he decides not to inform Desdemona about available sales clerk positions. Rather, he steers Desdemona to think about becoming a secretary. Sanchez has exhibited a violation of:
- A. Social justice
 - B. Integrity
 - C. Self determination
 - D. Competence

ANS: C LO: B PG: 39 EPAS: 2.1.2b

13. According to the NASW Code of Ethics, client _____ is the condition of being free from unauthorized observation or intrusion.
- A. Privacy
 - B. Confidentiality
 - C. Compliance
 - D. Self Determination

ANS: A LO: B PG: 39 EPAS: 2.1.2b

14. _____ is the ethical principle that workers should not share information provided by a client or about a client unless that worker has the client's explicit permission to do so.
- A. Privacy
 - B. Confidentiality
 - C. Compliance
 - D. Self determination

ANS: B LO: B PG: 39 EPAS: 2.1.2b

15. Frick and Frack are social work counselors at a group home for adolescent girls with emotional and behavioral problems. They and their significant others occasionally have dinner with a mutual friend, Frazzle, a county social services worker, along with his significant other. The three workers regularly compare "battle stories" about their most difficult cases. Sometimes, after a few cocktails, voices elevate and other diners can overhear. This is a violation of principle of:
- A. Self determination
 - B. Containment
 - C. Confidentiality
 - D. Communication

ANS: C LO: B PG: 39 EPAS: 2.1.2b

16. Murphy, a foster care worker, intensely dislikes her co-worker Sheldon, a worker in the same unit. She feels he is lazy, knows little, and fails to take his job seriously. Murphy takes every opportunity to criticize Sheldon behind his back to other workers. This is a violation of the NASW Code of Ethics' ethical responsibility to:
- A. Clients
 - B. The social work profession
 - C. The broader society
 - D. Colleagues

ANS: D LO: B PG: 43 EPAS: 2.1.2b

17. In the text, Internet ethics is called:
- A. Netethics
 - B. Interethics
 - C. Netiquette
 - D. Nethics

ANS: C LO: D PG: 40 EPAS: 2.1.3c, 2.1.9a

18. A(n) _____ is a computerized system by which subscribers are able to communicate to all other subscribers by sending a transmission to one address.
- A. Grouptalk
 - B. Address book
 - C. Chatroom
 - D. Listserv

ANS: D LO: D PG: 40-41 EPAS: 2.1.3c, 2.1.9a

19. A key concern for military social workers is the basic ethical concept of _____ on the part of individual soldiers.
- A. Self-determination
 - B. Service
 - C. Social justice
 - D. Informed consent

ANS: A LO: E PG: 45 EPAS: 2.1.6a, 2.1.6b

20. Which of the following topics was discussed in the section of the text regarding social workers' ethical obligations to help people at the macro level:
- A. Establishing an affirmative action policy
 - B. Providing counseling for domestic violence
 - C. Researching the instances of child maltreatment

ANS: A LO: F PG: 47 EPAS: 2.1.10

21. _____ is the process of global integration in which diverse peoples, economies, cultures, and political processes are increasingly subjected to international influences.
- A. Economic infusion
 - B. Cultural competence
 - C. Worldview
 - D. Globalization

ANS: D LO: G PG: 48

22. The *Ethics in Social Work, Statement of Principles* was developed by the:
- A. Council on Social Work Education
 - B. National Association of Social Workers
 - C. International Association of Schools of Social Work
 - D. United Nations General Assembly

ANS: C LO: G PG: 53 EPAS: 2.1.2b

23. Political and civil rights are often referred to as _____ freedoms.
- A. Positive
 - B. Absolute
 - C. Negative

ANS: C LO: H PG: 49 EPAS: 2.1.5, 2.1.5a, 2.1.5b, 2.1.5c, 2.1.9a

24. _____ is the transfer of people across international boundaries to enslave them in some way, usually involving forced labor or sexual exploitation.
- A. Illegal immigration
 - B. Human trafficking
 - C. Human harvesting
 - D. Alien abducting

ANS: B LO: H PG: 49 EPAS: 2.1.5, 2.1.5a, 2.1.5b, 2.1.5c, 2.1.9a

25. Which of the following is true:
- A. Social workers must learn to get rid of all their personal values to be an effective generalist practitioner
 - B. The principle of self-determination allows the practitioner to bend the client towards the worker's values
 - C. If a social worker strongly believes that a client's religious beliefs could be a detriment to the client, the worker must respect the client's right to make his own decisions
 - D. Personal values of social workers should always take precedence over professional values

ANS: C LO: I PG: 53-54 EPAS: 2.1.1b, 2.1.2a, 2.1.3

True-False Questions

1. Social justice is the provision of help, resources, and benefits so that people may achieve their maximum potential.

ANS: F LO: A PG: 35 EPAS: 2.1.2b

2. The NASW Code of Ethics includes the dignity and worth of the person as one of its core values.

ANS: T LO: A PG: 36 EPAS: 2.1.2b

3. Integrity means having the necessary skills and abilities to effectively perform work with clients.

ANS: F LO: A PG: 36 EPAS: 2.1.2b

4. The goal of self-determination is to assist clients in making the best, most informed choices possible.

ANS: T LO: B PG: 36 EPAS: 2.1.2b

5. Sexual harassment is a subcategory in the NASW Code of Ethics, found only under the social workers' ethical responsibility to clients.

ANS: F LO: B PG: 38 EPAS: 2.1.2b

6. Social and political action is a subcategory of the NASW Code of Ethics ethical standard called social workers' ethical responsibilities to clients.

ANS: F LO: B PG: 38 EPAS: 2.1.2b

7. Billing is a subcategory of the NASW Code of Ethics ethical standard called social workers' ethical responsibilities to the broader society.

ANS: T LO: B PG: 38 EPAS: 2.1.2b

8. Jorge is a job coach for a county social services department. Daisy, age 19, is one of Jorge's clients. His job involves: evaluating people's strengths, skills, and interests; linking them with appropriate employment; and helping them adjust to their work environments. Daisy emphasizes how she would like to get a clerical job like being a secretary or administrative assistant. Daisy says she's generally shy with people and would like a job where she could work in a more solitary manner. Daisy states she has always been good at typing. Jorge knows that Daisy never graduated from high school. He can't believe that Daisy's typing or writing skills are anywhere near adequate for such a position. Therefore, Jorge decides not to inform Daisy about available clerical alternatives. Rather, he steers Daisy to think about becoming a sales clerk. Jorge is in compliance with the NASW Code of Ethics.

ANS: F LO: B PG: 39 EPAS: 2.1.2b

9. Confidentiality is the condition of being free from unauthorized observation or intrusion.

ANS: F LO: B PG: 39 EPAS: 2.1.2b

10. Mackenzie is a school social worker who is just beginning a support group for sixth grade children coping with their parents' recent divorces. Early on in the first session she explains to the children the limits of confidentiality. For example, if they share anything about wanting to hurt someone or themselves, committing a crime, or participating in sexual activity, it's her responsibility to report it. Mackenzie is in compliance with the NASW Code of Ethics.

ANS: T LO: B PG: 39 EPAS: 2.1.2b

11. Elvis is a social worker with a caseload of families, mostly young women, receiving public assistance. Priscilla, one of his clients, has worked quite hard to get through a job-training program and find stable employment. They had "hit it off" since the beginning and respected each other's efforts. One day Priscilla casually asks Elvis if he'd be interested in dinner and a movie the following weekend. If he agrees, he is in compliance with the Code of Ethics.

ANS: F LO: B PG: 42 EPAS: 2.1.2b

12. Social workers must use critical thinking to resolve ethical issues.

ANS: T LO: C PG: 37 EPAS: 2.1.2c, 2.1.3

13. Networking is the establishment of communication and interpersonal interaction among people for the purposes of providing support, exchanging information, or achieving some designated goal.

ANS: T LO: D PG: 41 EPAS: 2.1.3c, 2.1.9a

14. An example of social workers' ethical obligations to help people at the macro level could involve implementing a support group for gays and lesbians in the community.

ANS: T LO: F PG: 47 EPAS: 2.1.10

15. The example of the 18th Street Gang members in Los Angeles stressed how a global perspective helps social workers.
- ANS: T LO: G PG: 52 EPAS: 2.1.1e, 2.1.4a, 2.1.4d, 2.1.5b, 2.1.5c, 2.1.7b, 2.1.8a, 2.1.8b, 2.1.9a, 2.1.9b, 2.1.10b, 2.1.10k
16. Internationally, social work organizations are increasingly active in combating human rights violations.
- ANS: T LO: G PG: 52 EPAS: 2.1.8b, 2.1.10h
17. The United States is the most common destination for victims of human trafficking.
- ANS: F LO: H PG: 50 EPAS: 2.1.5, 2.1.5a, 2.1.5b, 2.1.5c, 2.1.9a
18. The Trafficking Victims Protection Reauthorization Act grants victims immediate permanent residency in the United States.
- ANS: F LO: H PG: 51 EPAS: 2.1.5a, 2.1.5b, 2.1.5c, 2.1.8a, 2.1.8b
19. An ongoing task for social workers is to identify their personal values and then be sure they are the same as professional values.
- ANS: F LO: I PG: 53 EPAS: 2.1.1b, 2.1.2a
20. A social worker is allowed to impose his or her own values on a client if it will be beneficial to that client.
- ANS: F LO: I PG: 54 EPAS: 2.1.1b, 2.1.2a

Discussion and Essay Questions

1. The NASW Code of Ethics has six core values. Service is one of them—list the other five.
- ANS: N/A LO: A PG: 35-36 EPAS: 2.1.2b
2. List four of the six ethical standards in the NASW Code of Ethics.
- ANS: N/A LO: A PG: 38 EPAS: 2.1.2b
3. Cite an example of a violation of the social workers' ethical responsibility to clients.
- ANS: N/A LO: B PG: 39-42 EPAS: 2.1.2b

4. Conan is Connie's supervisor at the State Department of Corrections in Clinton. They both belong to the state association of correction workers. This association has conferences each year where state workers are asked to present true cases (changing the names, of course) they have had on their jobs. Each year Connie listens to Conan fabricate stories that he claims are true. She knows Conan never works a complete day, and she knows which cases he is assigned during their staff meetings. She is constantly disgusted with this and finally she stands up during Conan's presentation, and shouts "Conan, you barbarian, you know you are lying. You are disgraceful."

A. According to the NASW Code of Ethics, was Connie in compliance or violation of the ethical standards?

B. Under which ethical standard of the NASW Code of Ethics does this example fall?

ANS: N/A LO: B PG: 38, 43 EPAS: 2.1.2b

5. Harry is a county Department of Social Services worker whose clients consist primarily of poor female-headed families receiving public assistance. During one of his meetings with Dora, a single mother of three small children, she happily reveals that she is babysitting for several neighborhood children. She is thrilled with the extra income and is proud to share her news with Harry. Regulations state that people receiving public assistance must report any additional income they make. Clients' benefits are then decreased proportionately. Reporting Dora's extra income would probably destroy Harry's relationship with her. She would probably never trust or share anything with Harry again. Dora would probably stop babysitting because it would no longer get her ahead. She is barely making ends meet as it is with her meager public assistance payments. Dora already is participating in a compulsory job training program, preparing her for other full-time employment. What good would it do to report this scanty income, despite the fact that regulations require such reporting? Dora hopefully will get a full-time job soon, at which time public assistance payments will no longer be an issue. What should Harry do?

ANS: N/A LO: C PG: 37 EPAS: 2.1.2c, 2.1.3

6. Ping is a social worker at a mental health center that provides individual and group counseling for a wide range of problems and issues. One of Ping's clients is Cheyenne, age 14, who is depressed and potentially suicidal. During one of their individual counseling sessions Cheyenne tells Ping that she is sexually active. She states that if she gets pregnant with her current boyfriend, she will surely kill herself. Cheyenne asks Ping to help her get some form of contraception, possibly from Planned Parenthood. Cheyenne indicates her boyfriend refuses to use condoms because he says he doesn't like to feel restricted. Ping knows Cheyenne's parents are very religious and are fervently against premarital sex. They would never consent to Cheyenne using contraception. They would vehemently not allow Ping to interfere in this matter. But, what about Cheyenne's life and well-being? What should Ping do?

ANS: N/A LO: C PG: 37 EPAS: 2.1.2c, 2.1.3

7. Describe an ethical dilemma you, as a social worker in an agency, might confront. Explain how you would go about solving this dilemma.

LO: C PG: 37 EPAS: 2.1.2c, 2.1.3

8. How can you protect client confidentiality in this electronic age?

ANS: N/A LO: D PG: 40 EPAS: 2.1.3c, 2.1.9a

9. What issues and concerns face military social workers?
- ANS: N/A LO: E PG: 45-46 EPAS: 2.1.6a, 2.1.6b
10. Create a possible scenario in which you might confront an ethical dilemma that goes beyond your own practice with individuals, families, and groups.
- ANS: N/A LO: F PG: 47 EPAS: 2.1.10
11. Explain the four dimensions of international action that were cited in the text.
- ANS: N/A LO: G PG: 52 EPAS: 2.1.1e, 2.1.4a, 2.1.4d, 2.1.5b, 2.1.5c, 2.1.7b, 2.1.8a, 2.1.8b, 2.1.9a, 2.1.10b, 2.1.10k
12. Cite the three areas of rights within the Universal Declaration of Human Rights, and list examples of each.
- ANS: N/A LO: H PG: 49 EPAS: 2.1.5, 2.1.5a, 2.1.5b, 2.1.5c, 2.1.9a
13. Define human trafficking and cite examples.
- ANS: N/A LO: H PG: 49 EPAS: 2.1.5, 2.1.5a, 2.1.5b, 2.1.5c, 2.1.9a
14. Should women be allowed the freedom of choice regarding abortion? Explain your reasons.
- ANS: N/A LO: I PG: 54 EPAS: 2.1.3
15. Should schools provide sex education to children? If so, what should be taught? If not, why not?
- ANS: N/A LO: I PG: 54 EPAS: 2.1.3
16. Should people who are critically ill and in intense pain be able to “pull their own plug”—that is, put themselves to death? Explain your answer.
- ANS: N/A LO: I PG: 54 EPAS: 2.1.3