

Ethics Accord

To the office of woman complaints & partners

Amman

Introduction:

The ethics accord to the woman complaints office & partners is based on basic understanding in its method which emphasize the dignity and respect of the patient as a human being, this principle is found in most *وكرمنا بني آدم* mankind holly books specifically the verse in the holly Quran which means Allah almighty have elevated and dignified human beings, also the Jordanian constitution guarantee this principle and all human rights agreements is based on the principle of non discrimination between people based on color, creed, religion, or social status.

The ethics accord draws its legal status & values from the local and international measures for work ethics & morals which is committed To freedom, justice, equality, and the mutual respect among family members, specially that the family unit is an essential and basic support to its members.

It's clear that the family unit in the Jordanian society is becoming subject to struggles, arguments, mishaps, and various pressures that is affecting the family stability and unity due to the change in the role of women specially their work out side the family home, woman whether she is a wife, mother, daughter, or sister is the most subjected family member to these struggles & pressures because of certain social beliefs and un equal role of rights & responsibilities compared with men within the family unit, or the society at large.

As a result to these new social changes it became difficult for women to face great deal of pressures and problems specially the ones associated With psychological, social, and legal issues and certain struggles that she faces within her family and society.

Therefore it was imperative for the civic service organizations to offer any possible and allowed ways to help women, to be able to deal with various pressures and at the same time to overcome any kind of problem that can be a threat to her security, psychological & social stability, also any thing which might diminish her dignity or hinders her rights.

From this avenue the Jordanian national committee for women's affairs being a pioneer association from the civic society associations saw the need to establish an office specialized in offering counseling services and it named it the «women complaints office» to offer the requested counseling services and possible help such as the social, psychological, legal, and health aspects a women find her self in need.

Due to this goal it was necessary to have an ethics accord in order to organize the method in which those counseling services are being offered to women, by having the professionals in the various related fields commit to the principles & laws which the process of the counseling services is based on, its known that the method of offering various consoling services is no longer subject to trail basis, instead the method is a specialized field with values & understandings for human behavior and modifying and directing it.

In addition, this process include morals & ethic elements in order to direct the counseling process and control & organize the relation between the counselor & his patients.

The counseling process has laws which counselors & therapists Have to adhere to during all practices of, self help, coping, flexibility, immediate help, respecting secrecy & privacy, respecting the individual self determination and dignity, and clarifying the role of sharing and responsibility.

The ethic accord method which used for problem solving and family disagreement management is friendly, logical, sharing, and apply negotiation among people involved in order to reach to a solution to their problem which is satisfactory to all involved.

Based on all mentioned above this ethics accord is prepared to be a guideline and reference to the professionals in the counseling field in the office of women complaints & which is an affiliate of the Jordanian national committee for women affairs.

The goals of the ethics accord

The ethics accord aim to provide a guide book for counselors to control & organize the relation between counselors & their patients thru the following:

- * Put in place basic principles & moral values in relation to the counseling profession in order to enable patients to reach their targeted goals.
- * Specifying the characteristics which the counselor should have in the counseling field.
- * Specifying the rights of patients and the duties of counselors during counseling sessions.
- * Following up & continuance auditing to ensure quality in practicing the profession to the best of the counselor's ability.
- * The continued cooperation among all parties involved in the process of counseling, due to the fact that counseling is a team work effort where by each service compliment the other services in the process.

References & Phrases in the Accord:

- * The ethics accord: is the accord of work ethics within the field of social, psychological, legal, and health at the office of woman's complaints.
- * The counselor: is the specialist giving the various counseling services, the phrase counselor refer to a male/female professional.
- * The client: the person, group, or association receiving the counseling service.
- * Counseling service: a professional service greatly depends on the interaction between the person giving the service (counselor) and the person or entity (client) receiving the service to help clients understand themselves, and to achieve the maximum level of inner peace and harmony with the society around them, the counseling service depends on basic scientific understanding that counselors depends on each in his specialty.
- * Self help: it's considered to be the essence of the counseling professional practice; the intent is to help the client to fulfill his needs and solve his problems depending on his personal means and abilities, the same methods are used with a group or association.
- * Acceptance: it's the positive unconditional acceptance of the counselor to the client individual or a group as he or they are and not the way the counselor think they should be, the process of acceptance is expressed by respecting the patient's character and opinions and not to prejudge individual or group clients.

* The right of self determination: the patient right to choose the life style he or she desires, and to take direction at his own well, that fits with his values & believes, and to make his own personal decisions the right of self determination is not an absolute right; it's subject to restrictions to the benefit of the client or people around him or the society at large.

* Privacy: the counselor to guard all information he learned about clients as very private and not to disclose it to any one person or entity under any circumstances.

* Sharing: the cooperation of the client with the counselor to solve his problems in a way that the client takes larger responsibility in solving his problems.

* Individualism: a concept based on considering the client a unique person from others, the fact that individuals are different should be taken into consideration.

The special counseling service offered by the office of woman,s complaints. There are many ways in which the womans complaints office can provide counseling service to women, also its interrelated one to another in a way that its hard to differentiate among the services, even though in the accord five basic fields where chosen in areas where women need more counseling than others, for the following counseling fields, the ethics accord came about to regulate the process of providing these services to clients, and they are:

1- The social field.

2- The psychological field.

3- The legal field.

4- The health field.

5- The media field.

First: The ethics accord in the social field

1-the relation between the ethics accord & the social counseling profession:

- The counselor to fully apply the principles, basics, and the understandings of the ethics accord.

- In case the counselor violates one or more rule of the ethics accord, his director & colleagues have to point out to him the violation and to solve the issue in a friendly and clear manor.

-The social counselor commit to cooperate with other counselors in case there is a need for the benefit of the client, each in his own specialty to work as a team complimenting each others services as a complete counseling unit.

2-The personal behavior of the social counselor:

- The social counselor has to be on his best personal behavior.
- The social counselor has to adhere to the highest level of standard possible in providing his social service.
- The social counselor has to refrain from discriminating against any client based on his/her sex, color, age, religion, beliefs, and physical or mental handicap or any other character traits.
- The counselor should not take advantage of his professional relations to achieve personal gains.

3-The personal moral duty of the counselor towards the client:

- The social counselor to listen to every thing the client says during the counseling session in a very caring and tentative manner.
- The social counselor has to accept the client as he is and not as he must be, and to give the client ample time to express his thoughts and feelings.
- The counselor has to respect the privacy of the client and to consider the information and documents provided during the session very private and personal and not to be shared with any one.
- The counselor has to do his best to help the client help himself and to fulfill his personal need, to be independent and active in taking his personal decisions.
- The counselor to do his at most to achieve the goal of the patient of self determination with the exception of special circumstances.
- The counselor has to avoid relations or commitments which contradict the interest of the client.
- The counselor has to disclose the risk, opportunities, and commitments related to the social service being offered.
- The counselor should not stop providing the service to the client suddenly with the exception of unusual circumstances, in that event he has to consider the affect on the client and to try to minimize any possible negative affect on the client.
- The counselor to discontinue providing the service when its no longer needed and not to the interest of the client.

4- The counselor ethical responsibility towards the profession:

- The counselor to assure the honesty of the profession and to support its values and morals and to work on emphasizing its understandings.

- The counselor to be confident in discussing his work for the aim of correcting the direction of the counseling process if needed.
- The counselor not to hesitate in informing officials in case of knowing of unethical behavior on part of another counselor in order for the director to take the necessary legal action against that counselor.
- The counselor to do what he can to prevent unqualified or unlicensed people from practicing the profession.

Second: The Ethics Accord in the psychological field

***the relation between the ethics accord and the counselor profession:**

- The counselor to read, absorb, and understand the ethics accord and to comply with it's contents and declare commitment to it.
- The counselor to make the new counselors in the field aware of the principles of the ethics accord and all other participants as well.
- If there is a conflict between the material from this accord and the instructions of the firm he works for then it's his duty to clarify the nature of the conflict to management and how to fix it.
- In the event the counselor violate any rule of this accord, then his colleagues has to point that out to him in a clear and friendly manor in a way which treats the negative affects of this wrong behavior.

***The responsibility of the counselor.**

- The counselor to help the client to reach self satisfaction and to achieve his capable goals.
- The counselor to be free of any kind of discrimination weather it's based on religion, sect, or other types of discriminations.
- The counselor who provides service in an organizations, or establishments, to guard the information he obtains as confidential and private as with an individual client.
- The counselor should seek work improvements when ever a chance rises by consulting with colleagues with knowledge and experience.

***The ethics of the counselor.**

- The unconditional caring in dealing with clients to give them a feeling of comfort and safety.
- Not to use audio or video recording device only with the written consent of the client.

- To keep the client appointment book away from other clients.
- To inform the client in advance in case of a psychological test that need to be taken and explain the results, and to keep the information strictly confidential.

*** The Rights of the Client:**

- The right of the client to get the respect and care from the counselor also his privacy, personal information, and documents not to become public.
- The counselor to hide the real identity of the client when using his information in a case study, training, or publication.
- The client has the right to continue with the counselor or choose another one without giving reasons.

*** The Relation between Counselor and Client:**

The relation is within the ethics accord and based on the following: Total acceptance of the client without preconditions.

- To set reachable goals and help the client in self actualization.
- To keep the relation between counselor and client professional and not to contact a third party without the consent of the client.
- The counselor to clarify the counseling process conditions and to specify its goals, means, and counseling procedures which will lead to accomplishing goals.
- The counselor has the right to discuss and cooperate with other counselors in the field to achieve the counseling program goals.
- In case the counselor felt that the client will or might hurt him self, or others, or damage property he should report him to authorities without revealing the client personal private information.

*** The ethics of using psychological tests:**

The counselor uses psychology tests to help the client in analyzing, diagnosing, and modifying his behavior to reach a balanced psychological state that's in harmony with ones self and others, it's responsibilities are:

- Prepare and apply psychological tests to be used by counselors only.
- The consent of the client or his guardian if he is a minor has to be obtained to apply the test.
- Its imperative to arrange for a comforting and relaxing atmosphere for the client to take the test in.
- The results of the tests to be kept totally private.

- It's the duty of the counselor to inform the client of the test results.

Third: the ethics Accord in the legal filed:

- * The professionals in this field to be professionals in their personal behavior and to adhere to the integrity of this profession and its traditions.
- * The professionals in this field to defend the interests of clients keeping in mind a general sense of justice in handling related information and documents.
- * The professionals in this field to refrain from soliciting cases by advertising or personal contacts or brokers.
- * The professionals in this field to avoid delaying cases or postponing settlements or attacking the opponent or his lawyers and witnesses.
- * The professionals in this field to inform the client of their clear opinion in his case without assurances of winning, due to the fact that they are legal counselors representing one side and not judges who can decide the final outcome of the case.
- * legal counselors to avoid giving any advice or opinion which might contradict common laws, rules, and regulations to please the client or without knowledge.

Fourth: The Ethics Accord in the Medical Field

- * Doctors to listen to patients' complaints & sufferings and to be kind and considerate during check ups.
- * Doctors to treat all patients equally and not to discriminate in providing medical care based on their different social status or because of his personal feelings towards them or because of their religion, race, sex, nationality, or color.
- * Doctors to be a God fearing person, to respect his patients religion believes, and customs during tests, diagnoses, and treatments and to be careful not to do any violation which harm his patients.
- * Doctors to perform only the necessary tests without performing any tests the patients medical condition does not require.
- * Doctors to be truthful in informing patients or any one on their behalf the medical condition of the patient, how it developed and progressed, and the benefit of doing check up and treatment procedures, and to point out the alternatives to diagnosing and treating their case.
- * Doctors not to hesitate to refer patients to other doctors specialized in the patient's illness if the need arises.

* Doctors should not refrain from providing patients treatment in an emergency and to continue to do so unless the patient refuses to follow medical instructions or sought treatment from another doctor without the agreement of the existing doctor over looking the treatment, doctors also should refuse to provide treatment in general unless it's not his specialty.

* Doctors to continue providing medical treatment in case of an emergency until its no longer needed, or until the patient became under a specialist doctor in his condition.

* Doctors to continue providing medical care to patients with terminal or untreatable cases, also to comfort and give them hope until the end.

* Doctors to educate the patient about his illness specially, and his health generally and how to take care of his health by taking effective preventive measures, either by direct face to face education or by other effective measures.

* Doctors not to begin treatment without the consent of the patient unless its an emergency whereby the patients consent cannot be obtained or in treating highly contagious diseases or if the disease is a threat to public health or if the disease is classified as an epidemic by current medical laws, otherwise the consent of the patient to be obtained if he is able or the consent of some one on his behalf if he is a minor or unconscious or for other physical or mental reasons, the consent has to be in writing and clarifies details about the treatment or any surgery needed.

* Doctors are trusted to seek the most suitable treatment for the patient's condition, and to test the feasibility of the treatment program before applying it on the patient.

Fifth: The Ethics Accord in the Media Field

Professionals in the media field commit to the media principles contained in the constitution, rules, and laws that organizes the practice of the profession, inspired by the vision of king Abdullah the journalist national union adopted the journalism honor accord that is summarized by the 13 principles below:

* Journalism is a social responsibility and a patriot message.

* The assurance of law and order and support the justice of courts.

* The right of freedom of expression for masses, individuals, and access to truthful information.

* To work towards national unity and respect all religions and not to emphasize issues that can create disunity and discrimination.

- * To commit to objectivity, accuracy, and professionalism and not to abuse the profession to achieve personal gains.
- * To respect the right of individuals and families to privacy in their personal affairs.
- * To avoid creating excitement in publishing crimes or scandals and to commit to religious and moral values of the society.
- * To respect intellectual rights and not to mix between press releases material & infomercial material.
- * To guard the secrecy of the information sources and to check the accuracy of news before making it public.
- * To avoid using illegal and unlawful ways to gather information.
- * To take into consideration the rights of the less fortunate, children, and handicapped people.
- * To pay special attention to woman situation in the media channels profession, and to work on improving her standard and redirect programs to respect her as human being.
- * To work on emphasizing cases that can help solve social problems which can threaten the family unit.