

# INTERNATIONAL CODE OF ETHICS AND CONDUCT

For

## All Member Crisis Support Organizations Affiliated with LifeLine International

### Purpose:

1. To establish and maintain the standards of service being provided by LifeLine International through affiliated Centers and Crisis support Specialists in National Member Countries.
2. To protect and inform the public of what can be expected from this service at all levels.

### Values:

The standards comprise such values as affiliation, integrity, competence, empathy, confidentiality and responsibility.

### Affiliation:

Centres in accepting this Code of Ethics and Conduct accept their responsibility to LifeLine International and recognize their commitment to the well being of their National Structure, their Centre, local community, counsellors, colleagues and callers/clients.

## CODE OF ETHICS

### Introduction:

The code of Ethics is a framework, introduced as one of the requirements for Member Country Affiliation;

- A Crisis Support Specialist can be described as being a professional or volunteer person who has undergone specific training in Crisis support.

These people are selected for the role because they display personal attributes of empathy and respect and have the ability to establish a good initial contact with the caller.

- Emotional Support describes the help given from one person to another in time of emotional distress
- Crisis can be defined as any personal event where a person may feel unable to cope with the challenges in their lives.

## **1. LifeLine's Crisis Support ROLE:**

- a) LifeLine Crisis support is offered as a short term 'Crisis Intervention' service and as ongoing support to people who are currently receiving professional care and treatment.
- b) Crisis support is understood to mean 'facilitating the functional mental well being of another'. This work can be carried out with individuals or groups, telephonically, face-to-face or using current technology. It is to be practiced within a setting with competent and knowledgeable crisis line workers.
- c) Crisis Support is to be offered by LifeLine affiliated Crisis Support Specialists who have been trained and selected and who must offer this service with understanding, knowledge and skills relevant to effectively fulfilling a crisis intervention role.
- d) The intention of LifeLine crisis support is to respond respectfully to the whole person in ways that relieve distress and facilitate healthy choices in facing their current crisis.
- e) The crisis support relationship by its nature is confidential.

## **2. RESPONSIBILITY:**

- a) Crisis and Suicide Assessment, Intervention and Prevention are a deliberately undertaken responsibility.
- b) Individual Crisis Support Specialists are responsible for adhering to the principles of this Code of Ethics.
- c) Crisis Support Specialists are committed to respecting the dignity, worth, culture, spirituality and uniqueness of every person they encounter. They are to acknowledge the ultimate right of every person to self-determination, while maintaining due regard for the interests of others. Crisis Support Specialists accept a responsibility to encourage and facilitate the 'life skills' development of the caller/client within their structure of relationships and support systems.

- d) Crisis Support Specialists are responsible for setting and monitoring the boundaries of professionalism and their role, and for making these clear to the caller/client.
- e) Crisis Support Specialists respect callers/clients as people working towards achieving a creative balance between autonomy and the requirements of living in community. In this context, Crisis Support Specialists help people make their own decisions and desired changes in the light of their own beliefs and values.

Crisis Support Specialists have a responsibility for recognizing their own emotional needs, beliefs and attitudes and the inappropriateness of projecting these onto a caller/client in their situation. Crisis Support Specialists are encouraged to actively participate in activities and structures that will satisfy their own particular needs

- f) At no time is it permitted to sexually, physically or verbally violate the crisis support relationship.

### **3. COMPETENCE:**

- a) Trainees are to undergo basic training, which includes suicide Prevention/ assessment /intervention training and probation before being offered the Crisis Support Specialists status of Crisis Support Specialists within the organization.
- b) Crisis Support Specialists are to adhere to the policies, guidelines and the constitutions of LifeLine International, their National Structure and their own Centre.
- c) Maintaining good standards of crisis support involves continuing self evaluation, self development and supervision on the part of the Crisis Support Specialists. Structures to facilitate this must be provided in affiliated centres.
- d) The service offered by Crisis Support Specialists is to be monitored regularly by reports and regular supervision from a competent supervisor (trained by the Centre or Professional are accountable to their Centre, their colleagues and their callers/clients for what they do and why. They have a responsibility to maintain their effectiveness, resilience and ability to serve their community in a helping capacity. To know when their personal resources are depleted and to seek help and/or withdraw from crisis support temporarily or permanently.

- e) Crisis Support Specialists are to acknowledge the limits of their competence and at all times adhere to the laws of the country and state in which they function.

## **CODE OF CONDUCT**

### **Introduction:**

The code of conduct is intended to provide more specific information and guidance in the implementation of the Code of Ethics.

### **1. MANAGEMENT:**

Please Note that this section covers support using telephone contact, face - to face contact or current available technology. Some aspects are intended to apply more to the one than the other.

Member organizations are responsible to ensure that:

- a) Crisis Support Specialists are answerable to their Centre for crisis support training, qualifications and the methods that they use.
- b) Crisis Support Specialists should make quite clear what they are prepared to offer the caller/client.
- c) Crisis Support Specialists should recognize potential conflicts of interest.
- d) Crisis Support Specialists are to take account of the limitations of their competence and make appropriate referral when required.

### **2. CONFIDENTIALITY:**

- a) Any identifying information about callers/clients, whether obtained directly, indirectly or by inference must be treated in confidence. The detailed content of calls is also kept in confidence.
- b) 'In confidence' means not revealing any information to any other person or through any public medium, except to those to whom Crisis Support Specialists owes accountability within their Centre.
- c) Limits to confidentiality must respect applicable law. Limits should be explained to the caller/client in cases where there are reasonable grounds for believing that there are threats to life or safety and/or neglect or abuse of vulnerable persons. Crisis Support Specialists, in taking appropriate action, will involve appropriate third parties.

Wherever possible, the client should be involved in decisions that may require advising and engaging others.

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