A Look at Workplace Ethics in the Human Services Industry

Practicum in Human Services
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What are workplace ethics?
Ethics in the Workplace
Work Ethics

Work Ethics for an Employer

- To provide a safe work environment for staff and employees
- To treat employees with dignity and respect
- To provide a fair wage for the services rendered
- To handle all business transactions with integrity and honesty

Work Ethics for an Employee

- To show up on time
- To tend to company business the whole time while at work
- To treat the company’s resources, equipment and products with care
- To give respect to the company by working with honesty and integrity

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Who benefits from professional ethics in the workplace?
Professional Ethics

- Professional manner
- Personal life
- Respect for resources
Work Ethics Qualities

- Commitment and Excellence
- Flexibility
- Honesty
- Reliability
- Responsibility
- Teamwork
Professionalism

(Click on image to view video)
Model Behaviors towards Clients

May include:

▪ providing beneficial help
▪ suggestions to clients
▪ evaluating when a client needs an advocate
▪ following through with meeting these needs
Modelling Ethical Behaviors

Ethical behaviors can include:

- offering prompt service and suggestions
- being honest
- providing efficient services
- protecting clients from fraud, deceit or misrepresentation
- immediately disclosing any conflicts of interest
- making recommendations for service based on the preferences and needs of the client
Identity Theft/Fraud Statistics

Identity Theft / Fraud Statistics

<table>
<thead>
<tr>
<th>Identity Theft / Fraud Statistics</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average number of U.S. identity fraud victims annually</td>
<td>12,157,400</td>
</tr>
<tr>
<td>Percent of U.S. households that reported some type of identity fraud</td>
<td>7.5%</td>
</tr>
<tr>
<td>Average financial loss per identity theft incident</td>
<td>$5,130</td>
</tr>
<tr>
<td>Total financial loss attributed to identity theft in 2014</td>
<td>$26,350,000,000</td>
</tr>
<tr>
<td>Total financial loss attributed to identity theft in 2013</td>
<td>$24,700,000,000</td>
</tr>
<tr>
<td>Total financial loss attributed to identity theft in 2012</td>
<td>$21,000,000,000</td>
</tr>
<tr>
<td>Total financial loss attributed to identity theft in 2010</td>
<td>$13,200,000,000</td>
</tr>
</tbody>
</table>

Source: Statistic Brain Research Institute
State of Business Ethics in the United States [Infographic]

Do the Right Thing

The State of Business Ethics in the U.S.

More Americans are finding work, which is good news. The bad news? We may not be believing ourselves while we're there.

Reports of workplace ethics lapses are dropping, but backlash against those who speak out is rising—and there are more ominous signs on the horizon.

Snapshot of Misconduct

Reports of misconduct inside U.S. businesses have fallen since 2011, but the numbers are still sobering—nearly 1 in 2 workers say they've seen misconduct at the office.

Percentage of employees who've witnessed misconduct by year

- 2011: 45%
- 2012: 49%
- 2013: 55%
- 2014: 52%

(Click on mage)
Legal Responsibilities

- Labor Laws
  - Discrimination
  - Americans with Disabilities Act
  - Sexual harassment
- Diversity

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Labor Law
The Fair Labor Standards Act (FLSA) prescribes standards for wages and overtime pay, which affect most private and public employment.
Fair Labor Standards Act (FLSA)

- The Wage and Hour Division administers this law.
- OSHA also has special safety and health standards that may apply to agricultural operations.
Occupational Safety and Health (OSH) Act

Safety and health conditions in most private industries are regulated by OSHA or OSHA-approved state programs, which also cover public sector employers.
Worker’s Compensation

- Black Lung Benefits Act
- Energy Employees Occupational Illness Compensation Program Act
- Federal Employees’ Compensation Act
- Longshore and Harbor Workers Compensation Act
Employment Discrimination

Discrimination laws seek to prevent discrimination based on race, sex, religion, national origin, physical disability and age by employers.
American with Disabilities Act (ADA)

Congress enacted the American with Disabilities Act (ADA) in 1990 to eliminate discrimination against those with handicaps.
Sexual Harassment

Sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work performance or creates an intimidating, hostile or offensive work environment.
Diversity

Workplace diversity is a people issue, focused on the differences and similarities that people bring to an organization.
References and Resources

Images:
• Statistic Brain Research Institute.
• Photos obtained through a license with Shutterstock.com™.
• State of Business Ethics in the United States [Infographic].

Textbook:

Websites:
• Ethics Resource Center (ERC)  
  ERC is a nonprofit, nonpartisan research organization, dedicated to independent research that advances high ethical standards and practices in public and private institutions.  
  http://www.ethics.org

• Statistic Brain Research Institute  
  Identity Theft/ Fraud Statistics.  

YouTube™:
• Ethics in the Workplace!  
  A presentation on how companies can easily implement business ethics in the workplace and still achieve their goals.  
  http://youtu.be/0mUxMepMT28

• United States Department of Labor  
  Soft Skills – Professionalism information.  
  http://youtu.be/7dPVW1qSsd4