Virtual Connections:
Assistive Technology, Ethics, and Service Provision

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Learning Objectives

- List three ethical principles from the CRC Code of ethics that apply to our use of social media and virtual connectivity.
- Identify three common pitfalls of using the virtual connections as part of your work.
- Compile a list of at least four “dos and don’ts” for the use of virtual technology and the internet within your daily work.

Long, Long Ago

Pre-COVID

Now

How Do We Connect?

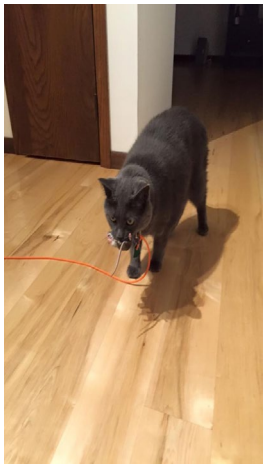
Connection Types

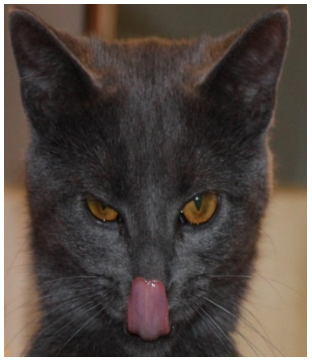
- Various meeting platforms
- Social networking
- Publishing media (websites)
- Content sharing (photos, media)
- Blogging
- Live streaming
- Virtual worlds
- Location Management
- In person

Connection Goals

Personal Social Media Goals

- Connect
- Share
- Try
- Develop
- Learn
- Cat videos





Professional Goals

- Networking
- Marketing
- Professional promotion
- Information
- Distraction

Connection Decisions

Consequences

Digital Footprint

- Your pages
- Your photos
- Your messages
- Your browsing history
- Your likes and clicks
- Your locations
- Everything

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- A set of moral principals
- The principles of conduct governing an individual or a group
- A guiding philosophy (www.merriamwebster.com)
- Ethical Codes are a set of guiding principles

Commission on Rehabilitation Counseling (CRC)

- Governing body for certification of rehabilitation counselors
- The standards of this mandatory code are intended to assure the public that the rehabilitation counseling profession accepts its responsibility to provide caring service to individuals with disabilities. All CRCs/CCRCs are bound to act in accordance with the Code.
- Code of ethics

CRC Code of Ethics

- The Counseling Relationship
- Confidentiality, Privileged Communication, and Privacy
- Advocacy and Accessibility
- Professional Responsibility
- Relationships with Other Professionals
- Forensic and Indirect Services
- Evaluation, Assessment, and Interpretation

CRC Code Continued

- Teaching, supervision, and training
- Research and publication
- Technology and distance counseling
- Business practices
- Resolving ethical issues
- http://www.crccertification.com/pages/crc_ccrc_code_of_ethics/10.php

Ethical Assumptions

- The majority of counselors and therapists are conscientious, dedicated, caring, and committed to ethical behavior
- Its easier to question the ethics of others
- rather than ourselves
- It can be easy to question ourselves in areas
- where we are uncertain
- Counselors and therapists repeatedly encounter ethical dilemmas for which a clear ethical response is elusive

Ethical Code Pitfalls

- Some issues cannot be handled by a code
- Code enforcement?
- Peer Review? Credentialing body?
- Ethical code versus legal system
- Two or more codes?
- Code versus personal values?
- Code versus employer?

Decision Making

Ethical Decisions

- May be uncomfortable / may not feel good to make the right decision
- May involve choosing between two unappealing options
- Requires counselors to think of how the profession is trusted and perceived by the public
- May have to deal with uncertainty…there might not be a “right” answer

Good Reason Approach

- Known as the Golden Rule
- What would you want someone to do to you, your spouse, sibling, parent, etc.?
- Which choice would be the least harmful?
- Would I want what I was doing published in the newspaper?
- Would I like my family to know?
- Will it make me proud?
- Is it legal?
- What effect will it have on the behavior of others?
- How will I feel?

It’s a Small World

The Dark Side

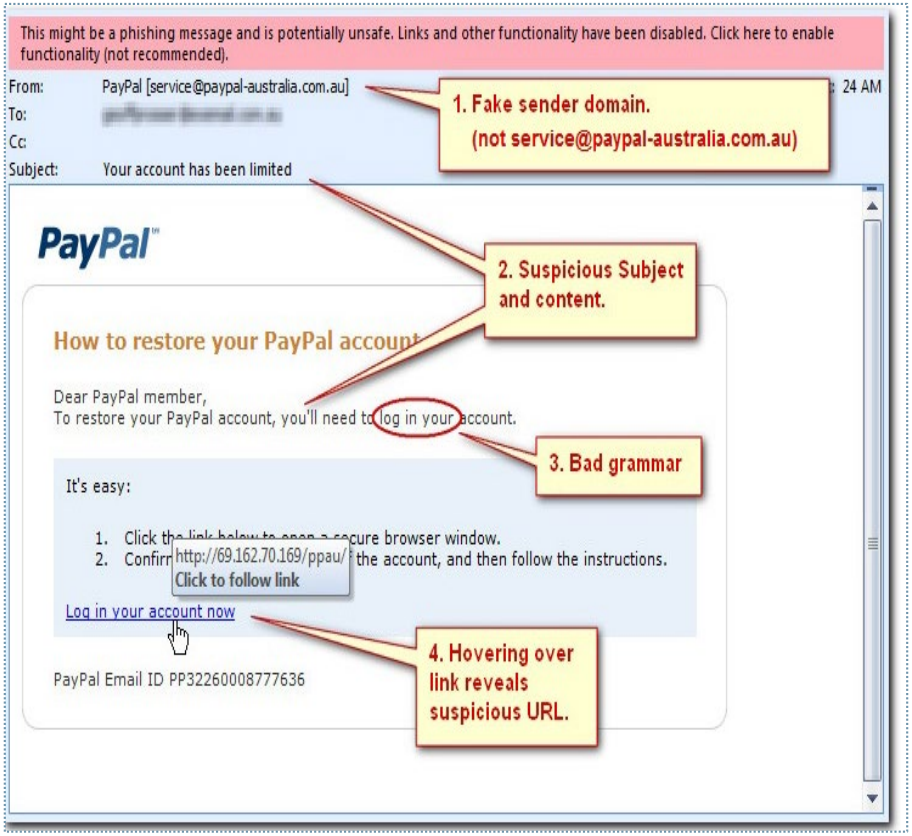
Boundaries

- Beware of who or what you connect with
- Can I remain objective if I learn something through social media?
- Connections with colleagues via personal social media: yeah or nay?
- Interactions with past clients?

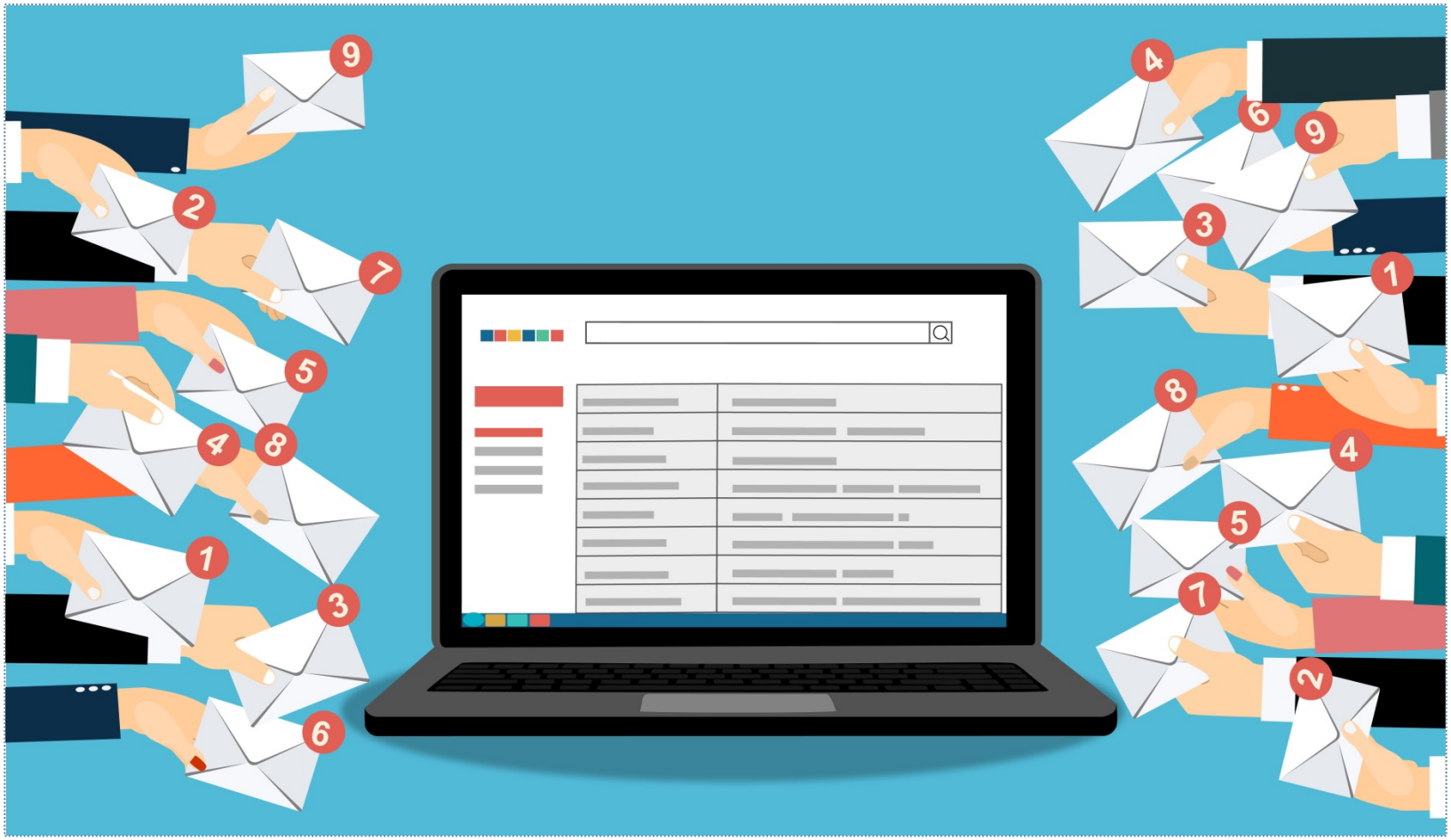
Tech Skills

- Digital literacy
- Privacy settings
- Location management
- Cached web information
- Be thorough

Security

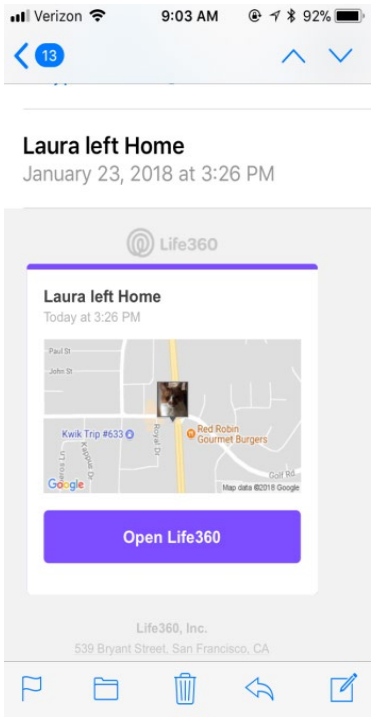

This might be a phishing message and is potentially unsafe. Links and other functionality have been disabled. Click here to enable functionality (not recommended).
From: PayPal [service@paypal-australia.com.au]
To:
Cc:
Subject: Your account has been limited
1. Fake sender domain. (not service@paypal-australia.com.au)
PayPal
2. Suspicious Subject and content.
How to restore your PayPal account
Dear PayPal member,
To restore your PayPal account, you'll need to log in your account.
3. Bad grammar
It's easy:
1. Click the link below to open a secure browser window.
2. Confirm the account, and then follow the instructions.
http://69.162.70.169/ppau/
Click to follow link
Log in your account now
PayPal Email ID PP32260008777636
4. Hovering over link reveals suspicious URL.

Immediacy

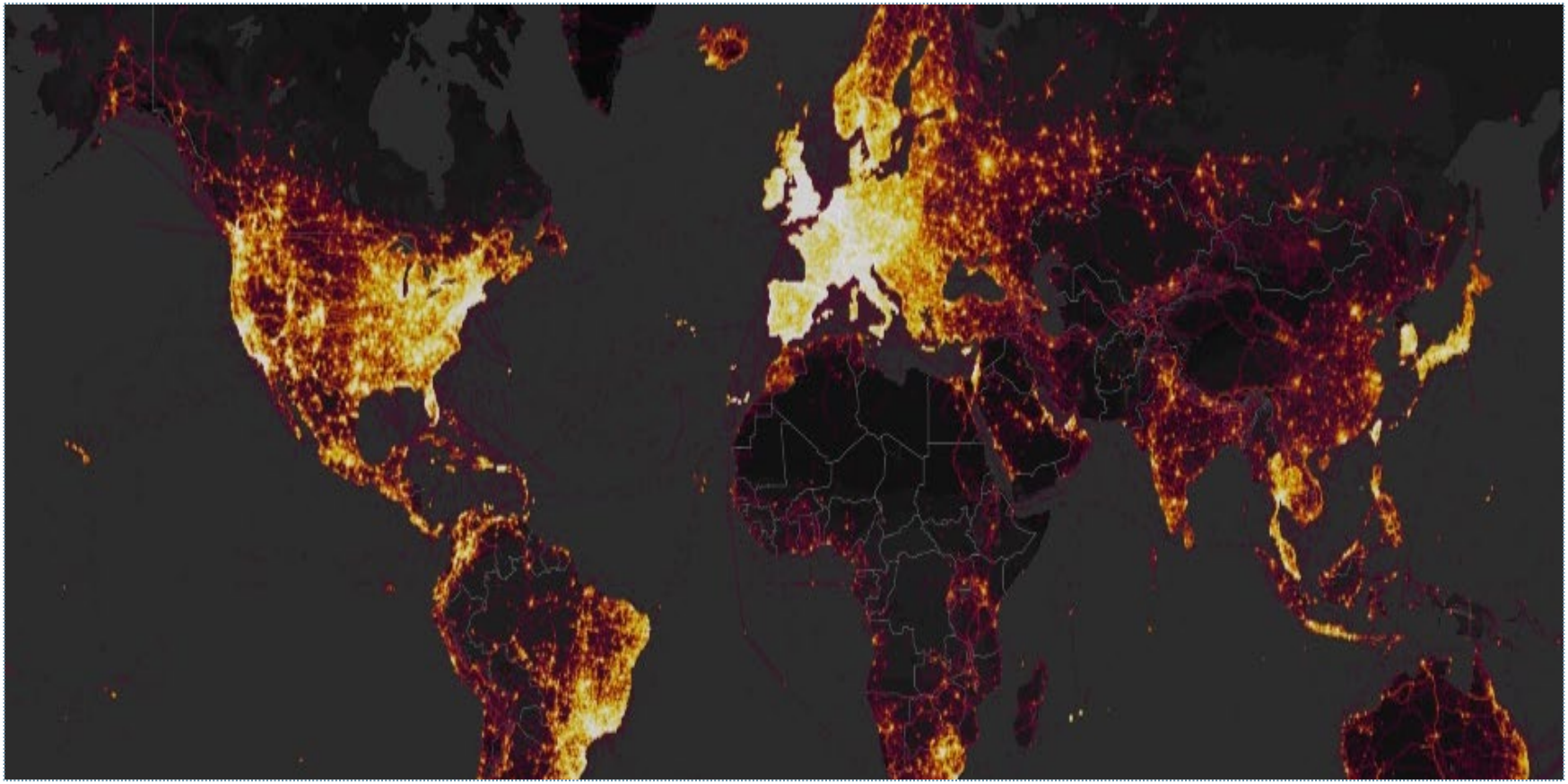


Liability and Risk

- Accidental disclosure of personal information
- Location disclosure
- Language used
- Photos used



Privacy

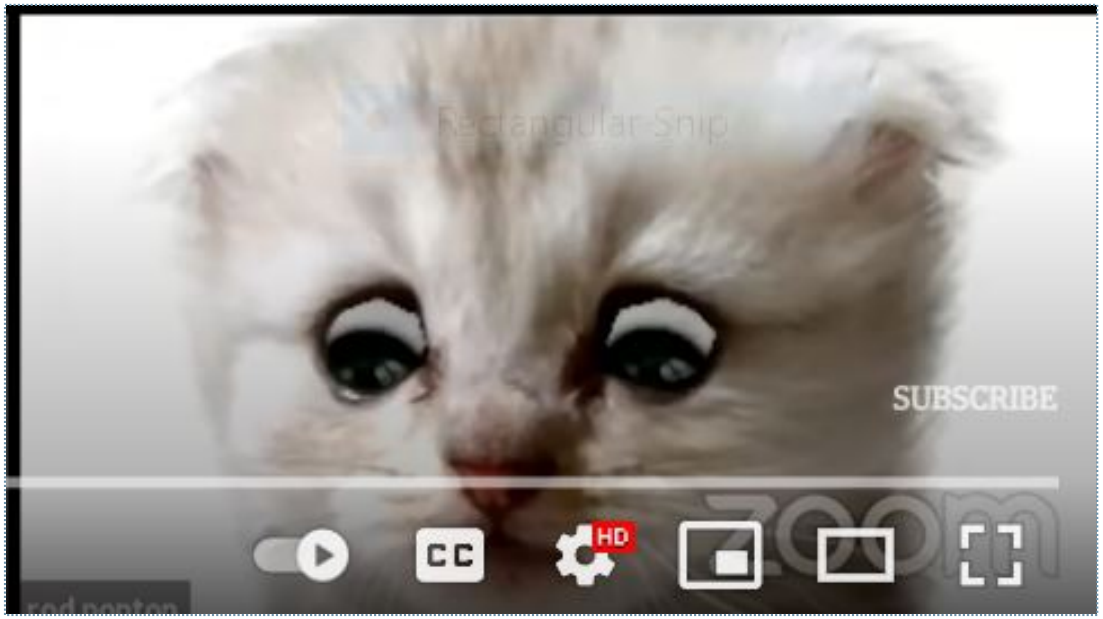


Personal Disclosure

Virtual Ettiquette

- Cameras on or off?
- Use of mute
- Communication protocols
- Two dimensional
- Use of tools (chat, reactions,etc.)
- Too many different platforms
- Background audio and visual
- Accessibility

When Virtual Goes Wrong



YouTube Video Link

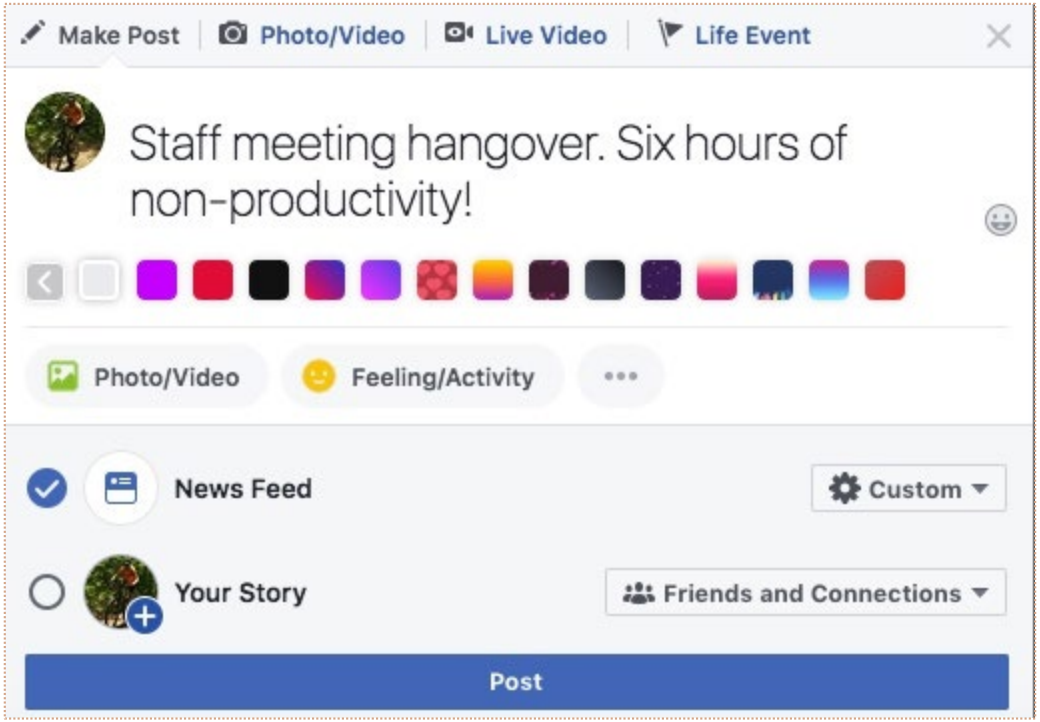
Best Practices

- Protect your own privacy
- Protect the privacy of others
- Be honest
- Respect intellectual property rights
- Respect your audience, agency, and community

Best Practices Continued

- Admit and correct mistakes immediately
- Think about the consequences
- Avoid controversy
- Think about your day job ☺

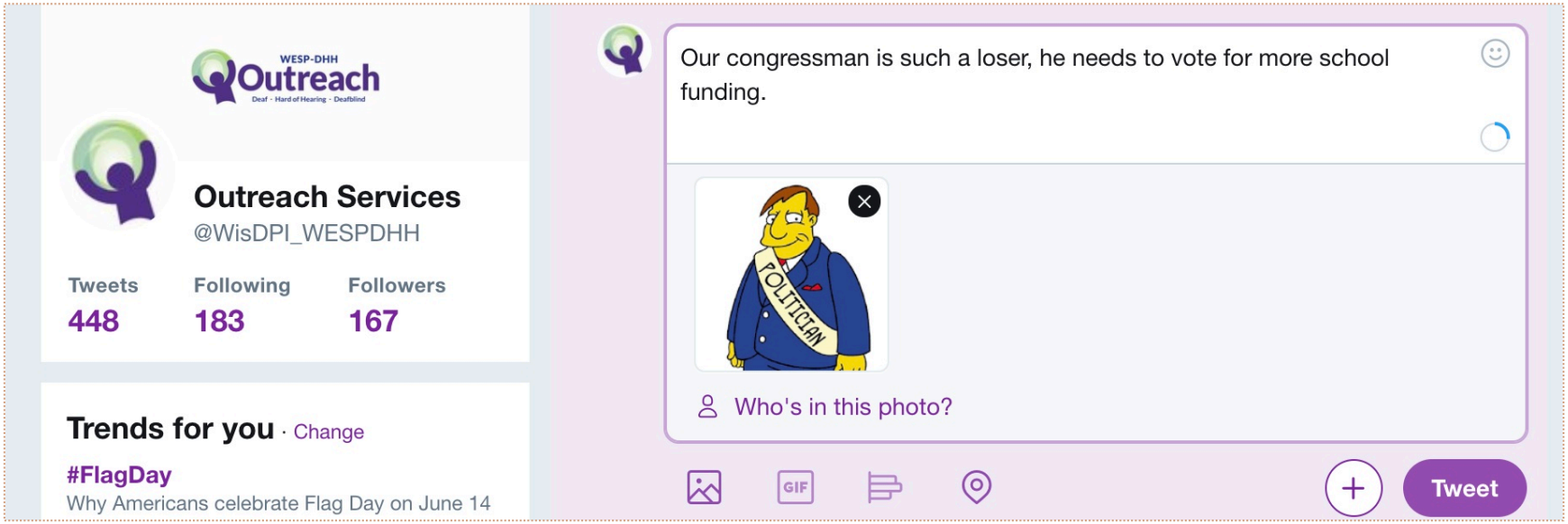
Pop Quiz


Make Post
Photo/Video
Live Video
Life Event
Staff meeting hangover. Six hours of non-productivity!
Photo/Video
Feeling/Activity
News Feed
Custom
Your Story
Friends and Connections
Post

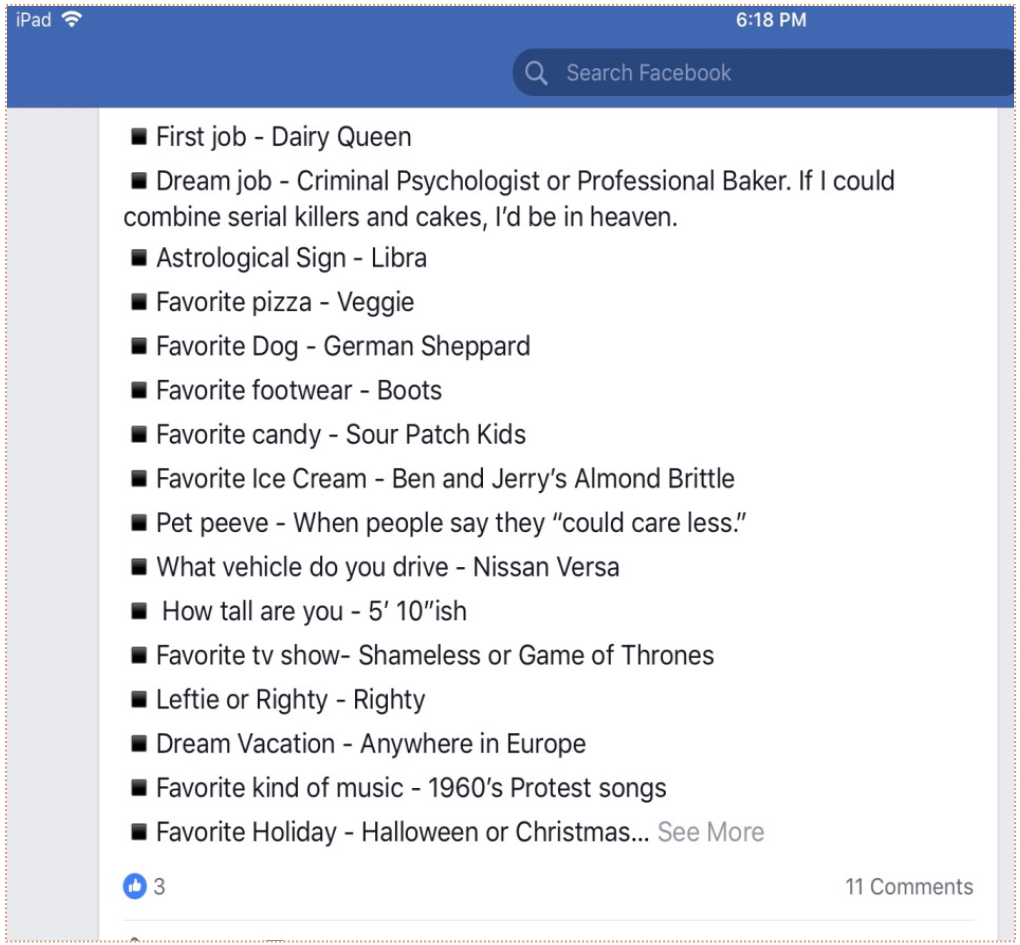
Pop Quiz 2

Laura Plummer
Just now
Wow, look at this lady work!
Tag Photo
Add Location
Edit
Like
Comment
Write a comment...

Pop Quiz 3


WESP-DHH
Outreach
Deaf - Hard of Hearing - Deafblind
Outreach Services
@WisDPI_WESPDHH
Tweets
448
Following
183
Followers
167
Trends for you · Change
#FlagDay
Why Americans celebrate Flag Day on June 14
Our congressman is such a loser, he needs to vote for more school funding.
POLITICIAN
Who's in this photo?
GIF
Tweet

Pop Quiz 4


iPad
6:18 PM
Search Facebook
First job - Dairy Queen
Dream job - Criminal Psychologist or Professional Baker. If I could combine serial killers and cakes, I'd be in heaven.
Astrological Sign - Libra
Favorite pizza - Veggie
Favorite Dog - German Sheppard
Favorite footwear - Boots
Favorite candy - Sour Patch Kids
Favorite Ice Cream - Ben and Jerry's Almond Brittle
Pet peeve - When people say they "could care less."
What vehicle do you drive - Nissan Versa
How tall are you - 5' 10"ish
Favorite tv show- Shameless or Game of Thrones
Leftie or Righty - Righty
Dream Vacation - Anywhere in Europe
Favorite kind of music - 1960's Protest songs
Favorite Holiday - Halloween or Christmas... See More
3
11 Comments

Questions

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