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# Choices: Interviewing and Counselling Skills for Canadians, 8/e

Test Bank

Chapter One

Professional Identity: Ethics, Values, and Self-Awareness

**Learning Objectives**

1. Understand how ethics and values are an integral part of competent practice
2. Identify the Canadian professionals who provide counselling services.
3. Identify how counsellors can work within the limits of their competence.
4. List and describe the core values of counselling.
5. Define and describe professional ethics, including standards related to dual relationships and confidentiality.
6. Identify principles for understanding and resolving ethical dilemmas.
7. Know the ethical principles for counselling across cultures.
8. Grasp the importance of counsellor objectivity and self-awareness.
9. Understand and manage personal needs and values in counselling.
10. Recognize and address burnout and vicarious trauma as workplace hazards.

**Multiple Choice Questions**

**1.** Ethics are

**a.** principles and rules of proper conduct

**b.** government legislation that regulates professionals

**c.** what one considers to be important

**d.** skills and techniques for working with clients

**e.** personal beliefs governing behaviour

(Answer: “a”) LO 1: understand how ethics and values are an integral part of competent practice

**2.** Which of the following professionals are licensed to prescribe medication?

**a.** psychiatrists

**b.** physiotherapists

**c.** social workers with specialized training

**d.** any counselling professional with at least a Master’s degree

**e.** chiropractors

(Answer: “a”) LO 2: Identify the Canadian professionals who provide counselling services.

**3.** Social justice commitment implies that counsellors

**a.** work with law enforcement officials to combat crime

**b.** treat all clients the same

**c.** respect individual difference

**d.** use advocacy to promote human rights and income redistribution

**e.** consider community standards when assessing clients

(Answer: “d”) LO1: Understand how ethics and values are an integral part of competent practice

**4.** Competent counsellors

**a.** utilize skills that they have been trained to apply

**b.** know when to refer clients

**c.** make self-awareness a priority for professional development

**d.** use evidence-based strategies

**e.** all of the above

(Answer “e”) LO 3: Identify how counsellors can work within the limits of their competence

**5.** Which of the following represents a “dual relationship?”

**a.** co-signing a loan for a client

**b.** buying a car from a client

**c.** dating a client

**d.** social involvement with a client

**e.** all of the above

(Answer: “e”) LO 5: Define and describe professional ethics, including standards related to dual relationships and confidentiality.

**6.** With respect to physical contact with clients

**a.** it is never acceptable

**b.** touch may be an important component of working with children

**c.** touch, while a natural part of human interaction, has no place in professional counselling

**d.** it is acceptable only when the counsellor and the client are the same gender

**e.** should be confined to a hand shake, but only if initiated by the client

(Answer: “b”) LO 5: Define and describe professional ethics, including standards related to dual relationships and confidentiality.

**7.** Absolute confidentiality means

**a.** counsellors can share information only with the police if there is an emergency

**b.** counsellors cannot share information with anyone

**c.** counsellors can share information only within the agency

**d.** counsellors can share information if they have permission from the court

**e.** counsellors must consult supervisors before sharing information

(Answer: “b”) LO 5: Define and describe professional ethics, including standards related to dual relationships and confidentiality.

**8.** Relative confidentiality means

**a.** counsellors can share information only with the police if there is an emergency

**b.** counsellors cannot share information with anyone

**c.** counsellors can share information with their clients’ family members

**d.** counsellors can share information if they have permission from the court

**e.** confidentiality cannot be guaranteed because of legal constraints

(Answer: “e”) LO 5: Define and describe professional ethics, including standards related to dual relationships and confidentiality.

**9.** The Tarasoff case established

**a.** the “duty to warn” principle

**b.** that professionals must maintain absolute confidentiality

**c.** criteria for reporting child abuse and neglect

**d.** protection for counsellors who maintain relationship confidentiality

**e.** none of the above

(Answer: “a”) LO 6: Identify principles for understanding and resolving ethical dilemmas

**10.** The principle that clients have a right to freedom of choice is known as

**a.** empowerment

**b.** self-determination

**c.** informed consent

**d.** advocacy

**e.** ethics

(Answer: “b”) LO 9: Understand and manage personal needs and values in counselling.

**11. Professional v**alues are concerned with:

* 1. rules governing confidentiality
	2. the importance of choice
	3. a reflection of what the profession considers important
	4. the benefits of counseling
	5. the price of counselling

(Answer: “c”) LO 9: Understand and manage personal needs and values in counselling.

**12.** Conversion therapy

**a.** has demonstrated effectiveness in assisting people to resolve sexual identity issues

**b.** should only be utilized by counsellors who are trained to use it

**c.** is considered by all helping professions to be unethical

**d.** is most effective when used with children whose sexual identity has not yet fully matured

**e.** is considered a “best-practice” method for treating homosexuality

(Answer: “c”) LO 7: Know the ethical principles for counselling across cultures.

**13.** Objectivity is

**a.** the capacity to understand without imposing bias or distortion

**b.** treating clients as objects

**c.** setting goals for counseling

**d.** allowing clients to disagree

**e.** imposing personal ideas

(Answer: “a”) LO 8: Grasp the importance of counsellor objectivity and self-awareness

**14.** Non-maleficence means

**a.** honouring the clients’ right to self-determination

**b.** gender equality

**c.** doing no harm

**d.** the importance of everyone getting the same treatment

**e.** using advocacy to promote client rights

(Answer: “c”) LO 4: List and describe the core values of counselling

**15.** Regression involves

**a.** refusing to acknowledge the existence of feelings or problems

**b.** returning to behaviour from an earlier stage of one’s life

**c.** not thinking about stressful thoughts or feelings

**d.** shifting emotions from one person or object to another

**e.** developing excuses

(Answer: “b”) LO 9: Understand and manage personal needs and values in counselling

**16.** Rationalization involves

**a.** intelligent thinking about problems

**b.** denial

**c.** objectivity

**d.** conscious use of skills

**e.** using excuses to protect self-image

(Answer: “e”) LO 9: Understand and manage personal needs and values in counselling

**17.** Which of the following statements are true

**a.** counselling skills that are appropriate with one cultural group may not be appropriate with another

**b.** some cultures prefer to keep emotions private

**c.** relationship boundaries are more fluid in some cultures

**d.** ethical decision making gives priority is not given to dominant cultural values

**e.** all of the above are true

(Answer: “e”) LO 7: Know the ethical principles for counselling across cultures

**18.** Vicarious trauma is best described as

**a.** burnout

**b.** lack of self-awareness

**c.** the damage done to clients by incompetent professional

**d.** emotional, cognitive and physical damage arising from hearing client stories

**e.** survivor guilt

(Answer: “d”) LO 10: Recognize and address burnout and vicarious trauma as workplace hazards

**True-False Questions**

1. Clients must be assured that everything they say is subject to absolute confidentiality.
2. Vicarious trauma is another name for burnout
3. The Tarasoff case led to the “duty to warn” principle.
4. Values are legal constraints on practice.
5. The first step to resolving any ethical dilemma is to gather facts.
6. Ethical principles must be applied in the same way regardless of the client’s culture
7. Dual relationships are prohibited by professional codes.
8. Self-awareness is desirable but not essential for competent practice
9. Defence mechanisms were first described by Sigmund Freud
10. Competent counsellors are perfectionistic.
11. Counsellor needs may interfere with counselling.
12. Self-determination prioritizes counsellors needs
13. Ethical dilemmas arise when a choice must be made between competing values and various courses of action
14. Advocacy skills can help promote client self-determination
15. Counsellors must treat clients fairly, regardless of their personal feels toward them.

**Answers:** True – 3, 5, 7, 9, 11, 13, 14, 15; False – 1, 2, 4, 6, 8, 10, 12

**Short Answer Questions**

1. What is the difference between burnout and vicarious trauma?

**Answer: Burnout** is a state of emotional, mental, and physical exhaustion. Burnout can adversely affect health and lead to a range of emotional problems such as anxiety, inability to cope with the normal demands of work, depression, excessive worry, discouragement, pessimism toward clients, loss of a sense of purpose, general irritability, and an inability to find joy in one’s career or life.

**Vicarious trauma** occurs when people in the helping professions develop the same symptoms as their clients who have been traumatized.

1. Define what is meant by the terms values and ethics?

**Answer:** Ethics are concerned with proper conduct whereas values concern what people consider worthwhile.

1. Define dual relationship.

**Answer:** A relationship where there is both a counselling role and some other role such as business, social, sexual. All professions caution or forbid practitioners from entering into dual relationships. However, the unique demands of working in small towns or rural settings may make some dual relationships unavoidable.

1. Discuss what is meant by the term self-determination.

**Answer:** Self-determination prioritizes clients’ rights to autonomy and freedom of choice. Self-determination is enhanced when counsellors help clients access or identify resources.

1. List the steps to resolving ethical dilemmas.

**Answer:** Step One: gather facts; Step Two: Identify ethical issues and violations; Step Three: Identify possible options and strategies. Action steps should also consider the benefits, risks and possible outcomes of any action. By definition, an ethical dilemma involves a tough decision between competing interests or values.

1. List some ways that counsellors can lose objectivity

**Answer:** Making assumptions based on incomplete information, simplistic reasoning, or bias; over-identification, and over-involvement.

**Paper Topics and Research Projects**

1. Outline a personal wellness plan for preventing burnout and vicarious trauma.
2. Write a paper based on interviews one or more counsellors from the field regarding ethical dilemmas they have faced. Consider questions such as:
* What were the competing values and alternative courses of action that had to be considered?
* How was the dilemma resolved?
* What were the risks and benefits of the chosen course of action?
* What might you have done?

**2.** Discuss the ethical and value issues associated with providing help to homeless people who choose not to enter a shelter during cold Canadian winters.

**3.** Identify a range of strategy choices for effecting change within organizations. How might your approach differ if you were employed by the organization targeted for change?

**4.** Who should get the service? The client most in need of it, but least likely to succeed or the one most likely to succeed. Develop sample guidelines for a hypothetical agency that outlines which clients should get service. Assume that the agency can only meet 50% of its requests for service.

1. Use concepts from Chapter 1 to write a paper that answers the question “who am I?” As part of this, explore your personal values and beliefs including how they might help and hinder your work as a counsellor.
2. Essay topic: The ethics of online counselling: Issues, challenges, opportunities.
3. Essay topic: Research the history and impact of Indigenous Residential schools in your area. Include discussion of the issues that might come up during counselling survivors.
4. Essay topic: Research the demographics of your area to identify particular groups who are most likely to be affected by the social determinants of health.