

CHARTER OF ETHICS FOR COMMUNITY-BASED REHABILITATION (CBR)

Introduction/Preamble

The Code of Ethics specific to CBR Palestine gives due consideration to its history of protracted conflict and the complexity of its environment as well as the role of CBR as a non-governmental organisation dedicated to improving the quality of life of people with disabilities and marginalised persons.

The CBR code of ethics takes into consideration the following elements:

The political and sociocultural context as well as regional and local diversities.

The ethos, mission and ethical foundations of the organisation

Best practices with staff reflecting the highest standards of ethical and professional conduct

Essential conditions of service to achieve core mission

The commitment of workers and employees to the rules of the organisation

The protection of service users and communities

Actions to take in the face of unethical practices

Provision of a grievance procedure where CBR service users will have recourse to unprofessional practice

The Core Values, Principles and core assumptions underlying the work of CBR:

The code of ethics encapsulates the values, ethical principles and practice in a manner that is consistent with the mission and vision of the CBR organisation.

This code of ethics applies to all staff; national and international staff, volunteers and anyone representing CBR. The code of ethics serves as a guide for all staff in how to uphold the ethical foundation of the organisation's views and actions. It is also aimed at protecting service users and communities CBR works with as well as ensuring that its work reflects the highest standards of ethical and professional conduct.

Respect

Dignity and worth of people with disabilities

Inclusivity/integration

Social Justice

Equality

Ethics of solidarity

Respect

CBR workers respect of the dignity and worth of all people with disabilities and uphold their human rights

Dignity and worth of person

CBR workers recognise the potential and uniqueness of each person with disabilities and treat each individual with respect and dignity without any discrimination based on class, religious beliefs, political affiliation, gender or age.

Inclusivity/Integration

CBR workers have a duty to safeguard the rights of persons with disabilities and to ensure their fullest and maximal participation, development and mobilisation within communities and local environments

Social justice

CBR workers promote social justice and oppose any form of prejudice and discrimination against people with disabilities and challenge stereotyping views and actions.

Equality

CBR workers ensure that persons with disabilities are not prejudiced or discriminated against and that they are given the fullest opportunities to exercise their rights and to protect their interests.

Ethos of Solidarity

CBR workers pursue community changes with and on behalf of the community of the disabled to secure access to services and resources to improve their personal and social condition.

In relation to ethical responsibilities to service users , CBR workers will:

Use knowledge, values and skills to help people with disabilities in need and other vulnerable people to address their problems

Demonstrate care for the interest and safety of service users by working within the limits of competence and qualifications

Serve in a way that is free of any consideration of personal gain and will resist any undue political, cultural or social pressure in decision making on behalf of service users and their families

Treat all cases and persons with disabilities equally without discrimination to sex, age, gender and political affiliation

Respect the confidentiality and rights of service users and their families to privacy

Acknowledge that service users and families are affected by the community and cultural context in which they live.

Endeavour to make the best and most appropriate decisions for service users and their families not based on personal relationships and preferences or obligations

Practise transparency and honesty by documenting relevant information and reports related to service users

Demonstrate respect towards service users by acting in a professional way and maintaining punctuality for appointments, meetings and activities

Build on the strengths of families and engage them in shared assessment, planning and monitoring of cases wherever possible

Help service users and families to develop a sense of inclusion and belonging within their communities

Inform service users and families of their rights and services available within communities

Ensure that service users will not be given false promises or expectations raised

Treat all age groups with respect and patience and take their views and opinions seriously

Respect and understand the right and need of children to play, as both a process and context for rehabilitation

In relation to responsibilities in the workplace, CBR workers will:

Aim for the best possible standards in carrying out responsibilities and be accountable for practice

Develop a clear sense of job responsibilities and tasks

Value adherence to punctuality and being on schedule

Ensure that reports are submitted in a timely fashion

Use the resources of the organisation in an honest and transparent way

Maintain a balance between cases and community activities

Exercise flexibility in accepting plan from supervisor and other workers

Work to improve procedures and services in the best interests of service users

Adhere to the rules and commitments of the institution

Collaborate with colleagues to share and build knowledge, experiences and resources

Learn from the professional experiences of colleagues

Adopt a positive attitude working under pressure and in emergencies

Address any actions of colleagues which are detrimental to the interests of service users

In relation to responsibilities to colleagues, CBR workers will:

Exercise tolerance and respect the views and principles of colleagues

Communicate with and treat colleagues in a respectful way

Seek to be honest in dealing with each other by offering constructive rather than harsh criticisms

Collaborate towards building a harmonious workplace and a culture of tolerance

Acknowledge the importance of each worker to the success of the organisation

Provide and extend professional support where possible in the best interests of service users

Undertake action and consult with colleagues in the event of knowledge of a colleague's incompetence and to help in taking appropriate procedure

In relation to Responsibilities to local Communities, CBR workers will:

Understand and support relationships with community members to promote and enhance the wellbeing of individuals, families, social groups, organisations and communities.

Acknowledge and respect the traditions and culture of the community

Respect community members

Use resources available within the community wherever possible

Mobilise a positive relationship between local organisations and community

Develop the ability to work with different institutions and community members

In relation to responsibilities as professionals, CBR workers will:

Promote the rights of people with disabilities without any form of discrimination on the basis of sex, age, political belief, or mental/physical disability

Advocate on behalf of persons with disabilities and their families for their rights, interests, and needs

Act in responsible ways that serve the needs of service users and the promotion of social justice

Strive to uphold and provide high standards of practice and quality of care to those who seek the professional services of the organisation

Aim for a level of professional practice that upholds standards of honesty, transparency and openness.

Make every effort to avoid relationship where integrity or impartiality may be compromised.

Seek to be conscious of any possibility of conflict of interest that may impair professional objectivity and to exercise professional judgment.

Perform official duties and conduct private affairs in a manner that avoids conflict of interest thereby persevering and enhancing confidence in CBR

Recognize areas of professional limitation and make an effort to build and expand competence and knowledge

Demonstrate care for the interest and safety of service users by working within the limits of competence and qualifications

Respect time and adhere to schedules for meetings and the submission of reports and plans

In relation to responsibilities towards volunteers, CBR workers will:

Develop clear descriptions of roles and responsibilities and guidelines to implementation

Make every effort to include volunteers in CBR planning and activities

Communicate with volunteers the role of the CBR programme and policies

In relation to responsibilities in particular roles, employees in supervision and management will:

Promote equality policies and practices in staff hiring and promotion.

Ensure that staff receive fair allocation to tasks, training and conferences, vacations and the use of organisational resources

Take steps to clarify roles and responsibilities of CBR workers to avoid confusion and duplication

Ensure professional standards by addressing and communicating the strengths and weaknesses of CBR workers

Motivate and treat all workers fairly

Promote respect and adherence to punctuality

Make every effort to provide CBR workers with moral and professional support and encouragement

Aim for the realistic implementation of plans while remaining flexible and open to suggestions

Meet staff development needs and improve the professional knowledge through appropriate transfer of knowledge such as courses and training

Promote effective teamwork and communication through coordination and organisation

Create a culture of respect and communication between staff in different positions throughout the organisational structure

Ensure a separation between professional and personal life in the workplace

In relation to responsibilities of accountability, CBR management will:

Take steps to ensure that employers are aware of the Code of Ethics and that the principles and responsibilities will be upheld throughout the organisation

Endeavour to set up appropriate written procedures and clear policy of enforcement in line with Palestinian labour laws to deal with unprofessional conduct and violation of the Code of Ethics on the part of CBR staff

Endeavour to set up adequate and appropriate written procedures to deal with problems between employees and supervisors

Endeavour to set up adequate and appropriate mechanism where CBR service users will have recourse to grievances reflecting unethical and unprofessional conduct on the part of CBR workers