



An Ever Changing World: The Ethical Use of Technology in Supervision

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A close-up, artistic photograph of a glass filled with a golden-brown liquid, likely whiskey, with a blurred background. The glass is partially filled, and the liquid has a rich, warm tone. The background is out of focus, showing soft, light-colored shapes that suggest an indoor setting with natural light. The overall mood is elegant and sophisticated.

PRE-TEST

2014 ACA Code of Ethics

Section F: Supervision, Training, and Teaching

Intro: "...aspire to foster meaningful and respectful professional relationships and to maintain appropriate boundaries with supervisees and students in both face-to-face and electronic formats."

- F.1.c Informed Consent and Client Rights
- F.2.c Online Supervision
- F.4.a Informed Consent for Supervision

2014 ACA Code of Ethics

Section H: Distance Counseling, Technology, and Social Media

Intro: “Counselors actively attempt to understand the evolving nature of the profession with regard to distance counseling, technology, and social media...make every attempt to protect confidentiality and meet any legal and ethical requirements for the use of such resources”

- H.1.a Knowledge and Competency
- H.2.a Laws and Statutes

Best Practices

- Technology will be used in such a way that the supervisor and supervisee will have an experience that approximates face-to-face contact
- The supervisor will act to ensure the confidentiality of both supervisee and client
- The supervisor is responsible for having sufficient knowledge and understanding of any technology used
- The supervisor is responsible for checking in with the supervisee regarding the efficacy of supervision

Important Considerations

- We are primarily focusing on ethics; this is different from talking about the law
- Supervision is about both counselor development and the protection of the public
- Consider how virtual or technology assisted supervision may effect the working alliance between supervisor and supervisee
- The supervisor needs to keep current on the types of technology available and the potential uses

Types of Technology

- Bug-in-the-ear, phone-in
- Flash drive/jumpdrive
- Computer (email or videoconferencing)
- Smart phones
- Remote Live Supervision (RLS)

Uses of Technology

- Online supervision, includes videoconferencing
 - rules vary by state, including the possible prohibition of using technology
- Audio or video recording of client sessions for supervisor review
- Emailing client private health information (PHI)

PROS and CONS of Using Technology

PROS

- Typically lower cost
- Greater flexibility in scheduling
- Greater accessibility for PLPCs living in rural areas
 - May reduce turnover and burnout
- Certain formats may assist in making professional jargon more concrete

CONS

- Lack of non-verbal cues
- May inhibit ability to assess supervisee's skills
- Added liability
- Technology sometimes fails
- Technology changes

Confidentiality & Liability

- Role of informed consent
 - Should be given in written form and verbally
 - Client both informed and given the space to process thoughts/feelings about the supervisee utilizing technology
- Discussing the possibility that breaches can occur depending on the technology being utilized
 - Brainstorm ways to safeguard against such breaches
- Use of HIPAA compliant cloud services
 - Google Drive, Egnyte, Box

Confidentiality & Liability

- The role of HIPAA

- VIDEO:



- The possibility of vicarious liability

Review of Terms

- Autonomy – refers to the individual's right to make decisions about their life, emphasizes choice
- Nonmaleficence – do no harm
- Beneficence – refers to the expectation that counselor's will act in ways that improves society
- Justice – refers to the individual's right to be treated fairly
- Fidelity – refers to the role of trust in the therapeutic relationship
- Veracity – refers to honesty

Ethical Decision Making Model

SMALL GROUP ACTIVITY: Case study handout

1. Identify the problem
2. Apply the ACA Code of Ethics
3. Determine the nature & dimensions of the dilemma
4. Generate potential courses of action
5. Consider potential consequences of all options, choose a course of action
6. Evaluate the selected course of action
7. Implement the course of action

Holly Forester-Miller, PhD & Thomas Davis, PhD

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POST-TEST

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