

Component A: Knowledge for Practice

Registrants demonstrate an understanding of historical, current and emerging knowledge for practice, the relevance of systems and structures, and the legislative and policy frameworks that apply to the professional context

Standard:	Indicator
Registrants must	
1. Ensure services are delivered competently	1.1 Be aware of and act within the limits of your own knowledge, skills and abilities.
	1.2 When the service is beyond level of competency, seek supervision, consultation, training or education or refer to another professional when appropriate.
	1.3 Collect, analyze and critically evaluate information relevant to practice and use the required knowledge and experience to respond accordingly.
	1.4 Select, incorporate, and be able to articulate social work methods, theories, approaches, models and interventions to promote optimum well-being of service users.
	1.5 Demonstrate use of knowledge, skills and abilities.
	1.6 Continually assess and adjust intervention as needed.
	1.7 Work with service user to collaboratively determine goals and interventions.
	1.8 Be able to recognize the indicators and impacts of harm and respond appropriately.
	1.9 Be able to justify the appropriate use of self.
Standard:	Indicator
Registrants must	
2. Demonstrate competent use of electronic services	2.1 Demonstrate use of electronic services within ethical and legal boundaries.
	2.2 Assess service user suitability for provision of services using electronic services.
	2.3 Assess suitability of use of electronic services for service provision.

2.4 Continually assess suitability of use of electronic services in service provision.

2.5 Offer alternate services or refer on to another professional if electronic services are not appropriate to the situation or service user.

Standard:	Indicator
Registrants must	
3. Demonstrate knowledge of relationships, systems and structures	3.1 Recognize the impact of social inequalities and injustices on service user.
	3.2 Assess the impact of organization, political and social systems on social structures and service users.
	3.3 Understand workplace and organizational policies, mandates, scopes and purposes.
	3.4 Hold a general understanding of the role of others professions, practitioners and resources relevant to practice area.
	3.5 Understand, apply and comply with legislation and regulation which informs and/or mandates practice.
	3.6 Understand the role of advocacy in social work practice.
	3.7 Understand the skills needed for empowering service users.
	3.8 Understand human growth and development across the lifespan in the social environment.

Component B: Communication Skills

To ensure the delivery of responsible and accountable services, registrants demonstrate an ability to communicate, collaborate and engage effectively with a broad range of people

Standard:	Indicator
Registrants must	
1. Demonstrate effective communication	1.1 Articulate the role of social work.
	1.2 Adequately communicate with professionals for the purpose of facilitating service delivery.
	1.3 Communicate clearly and concisely in written and verbal contexts.
	1.4 Adapt style of communication to the needs of service user, which may require the implementation of additional resources.
	1.5 Engage in the skilled use of verbal and non-verbal observation and listening techniques.
	1.6 Identify the reason for service provision.
	1.7 Identify the reason for the provision of professional opinion.
	1.8 Explain rationale for decisions made and actions taken.

Standard:	Indicator
Registrants must	
2. Ensure service users are informed about the terms of service provision	2.1 Obtain informed consent (either informal or formal as appropriate) for the provision of services except where lawfully permitted exemptions exist.
	2.2 Inform service users about organizational policies and procedures related to services, if requested.
	2.3 Explain to service user(s) the limits of confidentiality and review as needed throughout the professional relationship.
	2.4 If disclosure of private information has occurred, inform service user.
	2.5 Obtain service user(s) consent for the release/disclosure of information when required, consistent with privacy legislation.
	2.6 Outline and document the agreed upon terms of the relationship.
	2.7 Identify and articulate the type of services offered.

Component C: Culture, Diversity and Inclusive Practices

Registrants have a responsibility to use a respectful and informed approach to work with diverse individuals, families, groups and communities.

Standard:	Indicator
Registrants must	
1. Work respectfully with Indigenous peoples	1.1 Strive to understand the harmful role the social work profession played in colonization and how this impacts Indigenous peoples today.
	1.2 Actively work to understand the impacts of colonization on Indigenous peoples.
	1.3 Be aware of the effects of colonization on current social work practices and the perception of current practices.
	1.4 Actively engage in decolonizing services and systems.
	1.5 Acknowledge the culturally unique identities of service users.
	1.6 Consider service user wellbeing within a framework that honors their own cultural belief systems.
	1.7 Involve service users as partners in the service delivery process.
	1.8 Respect the role of elders and other knowledge keepers.

Standard:	Indicator
Registrants must	
2. Work respectfully with diverse populations	2.1 Be aware of the impact of one's own values, beliefs, attitudes and world view on service.
	2.2 Understand power differentials that are inherent in service delivery.
	2.3 Understand that differences may exist within cultures and diverse groups.
	2.4 Be aware of how service users own worldview may impact their perceptions of the Registrant.
	2.5 Promote the self-determination of service users throughout the professional relationship.
	2.6 Consider the service users cultural, spiritual and other ways of knowing and being.

Standard:

Indicator

Registrants must

3. Demonstrate a commitment to social and economic justice and human rights

3.1 Do not condone or engage in discrimination.

3.2 Respect the dignity and autonomy of service users.

Component D: Ethical practices

Registrants have a responsibility to clients, colleagues, society and the profession to engage in ethical social work practice.

Standard:	Indicator
Registrants must	
1. Work in the best interest of the service user	1.1 Clearly identify the service user(s).
	1.2 Differentiate between one's own needs and those of the service user to ensure services are targeted to the needs of the service user.
	1.3 Reasonably adapt and modify practice to meet needs of service users.
	1.4 When working with multiple clients together (such as couple or groups), clarify at onset of service how information will be recorded, shared and confidentially upheld.
	1.5 Do not use information or engage in conduct that is perceived to coerce, manipulate, influence, harass, abuse or exploit people.
	1.6 Appropriately manage the termination of relationships with service user.
	1.7 Provide sufficient information to allow service users to engage in informed decision making.
	1.8 Speak respectfully to and about service users at all times.
Standard:	
Registrants must	
2. Recognize, define and maintain personal and professional boundaries	2.1 When using social media or networking technology, only use professional platforms/accounts in connection to the provision of services.
	2.2 Registrants should not engage in dual relationships where there is a risk of exploitation or potential harm to the service user.
	2.3 Where dual relationships are reasonably unavoidable, Registrants take steps to protect service users and are responsible for setting clear, appropriate, and culturally sensitive boundaries.
	2.4 Avoid dual roles (assessor, counsellor, consultant).
	2.5 Avoid conflicts of interest or relationships that are perceived to or impair your ability to perform your professional duties.

2.6 Do not engage in physical contact with service users unless therapeutically appropriate and clear, appropriate, and culturally sensitive boundaries have been established.

Standard:	Indicator
Registrants must	
3. Engage in ethical decision-making	3.1 Identify the current or emerging ethical dilemma(s).
	3.2 Declare if you are in a position which conflicts with or may be perceived to conflict with professional ethics and work towards a resolution.
	3.3 Be aware of ethical and legal issues in mandatory reporting requirements.
	3.4 Protect service users from unethical conduct of colleagues.

Standard:	Indicator
Registrants must	
4. Consider the appropriateness of accepting or offering gestures of gratitude	4.1 Evaluate the meaning and intention of a gift.
	4.2 Evaluate the implications of accepting or refusing a gift. If refusing or accepting a gift, do so in a manner that mitigates potential harm to the relationship.
	4.3 Only accept a gift if culturally and therapeutically appropriate, where there is no risk of harm and the perception of bias is unlikely.

Standard:	Indicator
Registrants must	
5. Maintain ethical conduct	5.1 Do not engage in conduct that could compromise the Registrant's relationship with service user(s) and colleagues.
	5.2 Adhere to these standards in the event of conflict between the Registrant's work environment and the standards.
	5.3 Work within your scope of practice.
	5.4 Do not mislead the public.
	5.5 When referencing sources of information, correctly identify the source.
	5.6 Only share information regarding colleagues and employers with informed consent.

Standard:**Indicator**

Registrants must**6. Exercise caution if behavioural indicators of a sexual nature arise**

- 6.1 Do not engage in sexual behaviours, statements or actions with current service users or persons over whom professional authority is exercised, including but not limited to, workplace subordinates, supervisees, research participants and students.
- 6.2 Do not engage in sexual behaviours with former service user(s), direct relatives, guardians or partners of the service user, for two years after the termination of the professional relationship unless reasonable probability of risk, harm or exploitation exists. If a sexual relationship occurs, the Registrant is responsible for demonstrating that the service user has not been harmed, adversely impacted, coerced, manipulated or exploited.

Component E: Professional Development

Registrants engage in ongoing professional development which maintains and enhances their capacity to practice safely, ethically and effectively.

Standard:	Indicator
Registrants must	
1. Engage in reflective practice	1.1 Identify gaps in knowledge or areas for improvement in practice.
	1.2 Actively participate in peer-feedback, consultation or supervision.
	1.3 Identify personal areas of knowledge, wisdom or experience from which others may benefit.

Standard:	Indicator
Registrants must	
2. Engage in ongoing professional development	2.1 Undertake relevant training and education to address gaps in knowledge relevant to the area of practice.
	2.2 Maintain knowledge of current legislation, policy and regulation relevant to the particular area of practice.
	2.3 When engaging in the use of technology in practice, ensure current knowledge of the risks and benefits involved.
	2.4 Remain current with emerging knowledge relevant to practice area.
	2.5 Seek knowledge on an ongoing basis that is likely to improve outcomes for the service user.
	2.6 Keep clear and accurate records of professional development.

Component F: Information management

Registrants are responsible for the creation, management and retention of relevant information to ensure effective practice and demonstrate accountability

Standard:	Indicator
Registrants must	
1. Collect and record information for the purposes of service provision	1.1 Keep separate records for each service user in a client system or current evidence-based record-keeping practices for groups, which contains: <ul style="list-style-type: none">o The purpose of service provision, assessment, plan, reports, outcome and evaluation.
	1.2 Ensure records are accurate and legible.
	1.3 Ensure the information is current and recorded in a timely manner.
	1.4 Only include information that is appropriate and useful to the purpose of service.
	1.5 Clearly identify sources of information recorded and method(s) in which it was obtained (opinion, judgment, observation, collateral, reports, etc).

Standard:	Indicator
Registrants must	
2. Adhere to legal record management practices	2.1 Information collection and use must comply with privacy legislation and other applicable legal requirements.
	2.2 Ensure records are stored securely.
	2.3 Ensure person(s) who owns the information is aware of how to access the information.
	2.4 If a service user identifies errors in the information in a record and requests that it be amended, the Registrant shall incorporate a written account of the correction(s).
	2.5 Include RSW or RCSW designation on all documentation, communication and advertisement related to the practice of social work.
	2.6 Registrants must sign their own records and any co-authored reports.

2.7 Ensure consent to collect and store the information has been obtained from the service user formally or informally except where exemptions lawfully exist.

2.8 Ensure consent is documented.

2.9 Have reasonable plans to protect client records in the event that the Registrant is no longer in a position to manage the security of the records.

2.10 When required, transfer records to another RSW/RCSW; comply with requirements for transfer of records set out in privacy legislation and other applicable legislation.

2.11 Records must be maintained by the Registrant or the organization where created.

2.12 Keep records for a minimum of seven years from the date of last entry or seven years after the age of majority in the case of a minor. Registrants should consider situations in which records must be retained for a longer period of time such as the time period set out in the *Limitation Act*.

2.13 Completely destroy records in such a way that ensures that the confidential information is not compromised.

Standard:	Indicator
Registrants must	
3. Release confidential information only when legally permitted	3.1 Retain copies of all service user authorizations for release of information. The authorization must specify the information to be disclosed, the parties to whom the information is to be released and the term of validity of consent.
	3.2 Obtain consent to release confidential information unless professionally compelling legal, ethical or public safety reasons for disclosure without consent applies.
	3.3 When disclosure is required, either by law or the courts, release information directly related to the purpose or disclosure and only release the least amount of confidential information to achieve defined purpose.
	3.4 Protect confidentiality of deceased service users consistent with privacy legislation.

Standard:	Indicator
Registrants must	
4. Ensure proper and accurate corrections to the records are made, when required.	4.1 Sign or initial and date the correction.
	4.2 Only make corrections to one's own entries.
	4.3 Ensure the original entry remains legible and accessible.
	4.4 Clearly note the reason for the correction in the record.
	4.5 Do not falsify or destroy records.

Component G: Professional Integrity and accountability

Registrants are members of a recognized profession and academic discipline. Registrants demonstrate professional integrity and accountability in their conduct and practice, consistent with the profession’s ethical principles and values. As a social worker, registrants are accountable to the BC College of Social Workers

Standard:	Indicator
Registrants must	
1. Uphold the reputation of the profession	1.1 Refrain from conduct that contradicts social work values and may place the reputation of the profession at risk.
	1.2 Take action when an individual incorrectly purports to hold social work qualifications or uses the designation RSW or RCSW.
	1.3 Keep colleagues accountable for unprofessional and unethical conduct, impairment, incompetence, misconduct, and/or negligence, up to and including reporting to an appropriate source.

Standard:	Indicator
Registrants must	
2. Engage in professional conduct	2.1 Be accountable for one’s own actions and decisions .
	2.2 Work in a timely manner within reasonable timeframes .
	2.3 Do not delegate to another professional if the task is beyond their level of competence.
	2.4 Respect colleagues privacy and private information.
	2.5 Use your professional judgement to critically review and, if required, contribute to strengthening workplace conditions and policies with the goal of improving service provision.
	2.6 Do not solicit service users in ways that could lead to a conflict of interest.
	2.7 Respectfully cooperate with any investigation or hearing regarding your conduct.
	2.8 Respectfully provide information on the method for making complaints about service provision, when requested.

Standard:	Indicator
Registrants must	
3. Engage in respectful relationships	3.1 Be aware of your own power and authority in relationships with service users and ensure they are not harmed or exploited. 3.2 Work respectfully with colleagues and other professionals. 3.3 Address the mistreatment of colleagues. 3.4 Be receptive to constructive and informed collegial comment and make changes to practice if necessary. 3.5 Be aware of difference between supervision, peer support and consultation and work within the boundaries of each.

Standard:	Indicator
Registrants must	
4. Engage in honest advertising	4.1 Accurately describe one’s education, qualifications, and area of practice. 4.2 Do not mislead the public about efficacy of services. 4.3 Make reasonable attempts to correct any inaccurate information. 4.4 Do not solicit testimonials from service users or those that could be perceived as being in a vulnerable position. 4.5 Include the designation (RSW or RCSW) in advertising related to your practice. 4.6 Do not permit your identifying information accompanied by your qualifications to be used in matters that conflict with social work values. 4.7 Do not make false claims regarding affiliations with other organization.

Standard:	Indicator
Registrants must	
5. Set reasonable fees for service	5.1 Create and make available a clear and transparent fee structure . 5.2 Prior to the provision of service, clearly outline the fee policy. 5.3 Do not accept any form of remuneration for the referral of a service user . 5.4 Use professional discretion when offering services at a reduced rate or at no cost.

Standard:**Indicator**

Registrants must

6. Maintain fitness to practice

6.1 Engage in mechanisms of self-care .

6.2 Identify impairments that are likely to interfere with practice and seek remedial action.