

# CODE OF PROFESSIONAL ETHICS



**COLLEGE OF  
SOCIAL WORK PROFESSIONALS  
OF PUERTO RICO  
2017**

Publication of College of Social Work Professionals  
of Puerto Rico

# **CODE OF PROFESSIONAL ETHICS**

College of Social Work  
Professionals of Puerto Rico

Code of Professional Ethics  
approved at Extraordinary Assembly  
on August 27, 2016

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of Puerto Rico  
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# INTRODUCTION

The social complexity we experience in our professional activities, and the constant changes in society, affect the provision of services, which justifies the need for a revision of the Code of Professional Ethics in the 21st Century. Issues such as technological advances and new ways of relating socially, together with the linking of this with confidentiality and free expression, lead us to stop, analyze and determine the professional behavior expected in the face of these new challenges presented by society.

Ethics in our profession is more than the creation of a legal document, or the organization of norms or obligations, so it does not refer exclusively to the Ethical Code. Professional ethics is the product of historical, cultural, theoretical, ideological and philosophical foundations. Everything is framed in a determined economic and political system, in our case a capitalist system, beginning in its monopoly phase and now in the financial one, with neoliberal policies. However, the Code is a guiding document that outlines the guidelines of the actions and behavior of professionals.

This document “prescribes norms, rights, duties and sanctions determined by the profession, guiding the individual behavior of professionals, and seeks to consolidate a particular professional

project with an explicit social direction” (Barroco, 2003, p.209). Therefore, this Code complements the direction of the professional project in its dimension of values and professional behavior.

The Professional Project that we have assumed as a collective, contains six dimensions that guide the construction of the same. Two of the categories of these dimensions are aimed at re-thinking and establishing the values of the profession and norms for professional behavior. For this reason, the presentation of a new Ethical Code of the College of Social Work Professionals of Puerto Rico is an integral part of the construction of our collective project.

As a College, we have accepted the challenge of revising the Ethical Code five years after being fully transformed. This new revision process marks a historic precedent when a revision of the enrollment, commissions and chapters of the College and the academy was requested and, in turn, an extraordinary Assembly was held for the final approval of the document. In this way, we are opening spaces for responsible and respectful debates, which sum up the participation of the diversity of sectors of the profession to continue guiding our professional project pluralistic and critical.

Our first Ethical Code was presented and approved in 1982. It was the document used by several generations of professionals to guide their professional action. In 2011, almost 30 years after having the document, with the collaboration of a group of colleagues and under the direction of former president Gloria

Rivera Centeno, the 1982 Code was repealed and a new Ethical Code was created. He articulated the professional principles and the epistemological, ontological and axiological foundations of professional ethics. The order of ethical standards changed accordingly.

The current revision (2017) that we present fulfills a vision that harmonizes the assessments we make of human-beings, social structure and human life in community (Moratalla, sf). The document approved by the Extraordinary Assembly held on August 27, 2016 is framed in our professional project and in the declaration of the ethical principles of the International Federation of Social Work (IFSW). In that statement, IFSW emphasizes the need to focus ethics on the principles of human rights and dignity, social justice and the development of professional behavior that responds to those principles. The Code is a more critical, and it sets new sights on the profession and its work. In the philosophical foundations, we will find the acceptance of terms that allow us to transcend the conservative visions of our profession, and the limitations to an emancipatory professional practice.

The principles of the profession have undergone an important change and new dimensions have been added, which will lead us to take a deeper and more critical view of the profession, our work and the society in which we are anchored. For its part, the ethical canons were reformulated, and new canons were created relevant to the advances of the 21st century. In short, the document is a great challenge for all Social Work

professionals, and leads us to adopt new values and new forms of professional behavior.

For the Code that we are presenting, which is effective as of March 1, 2017, the Board of Directors approved that the review process should have a structure characterized by the participation of the professional group. This was carried out in various phases, which are detailed in Figure 1.

From the moment we publish this revision of the Code, the process of divulgation and training begins. This is the work of the Review Committee, which was composed of: Dr. Emarely Rosa Dávila, Dr. Eneida Alvarado Rivera, Dr. Evelyza Crespo Rivera, Dr. Ileana Carrión Maldonado, Emma Benítez Rivera, Hayrinés Calderón Fradera, Lic. Ángel Olivo García, Lydael Vega Otero, Mary T. Travesier Acevedo, Rafael F. Acosta Sepúlveda and Wanda Ramos Cortés.

Upon the publication of this document, it is necessary to train the professionals and students of Social Work in the changes that the document entails, thus fulfilling the process of divulgation. Without a clear vision of our ethics it is impossible to base our professional actions within the framework of our professional boundaries. The process of making ethical decisions is part of the daily routine of our professional practice. Ethical problems arise at times when there are conflicts that relate to “desirable priorities, goals, decisions or outcomes proposed by clients, professionals and institutions that imply different conceptions about values or different obligations” (Ballestero-Izquierdo, Úriz-Pemán, & Viscarret -Garente, 2013, p.70).



Figure 1. Steps for the Review of the Ethical Code

The challenges we face as Social Work professionals, including the precarious nature of our working conditions, the increase in inequality and impoverishment in societies, the austerity

measures that limit the provision of services, a capitalist economic system based on the exploitation of many for the benefit of the few, the weakening of democracies and, consequently, and the threat to human rights that this entails; make it necessary to be clear about who we are, what we do and where we are going. A deep and pertinent Ethical Code, which weaves our professional actions within clearly defined philosophical foundations, is more necessary than ever.

You are invited to read, study, train and reflect on our Code of Professional Ethics. Likewise, to share it with your peers, those in other professions and people who interact with us and us in our professional practice.

Larry Emil Alicea Rodríguez, MTS, JD

President

College of Social Work Professionals of Puerto Rico

January 2017

# PHILOSOPHY OF THE CODE OF PROFESSIONAL ETHICS

The Social Work profession becomes meaningful when it is endorsed by a Ethical Code that guides professional action. The Ethical Code is the guiding document for Social Work professionals to evaluate decision-making in dealing with ethical-moral dilemmas. The document outlines the direction of professional behavior, and establishes self-evaluation criteria to judge the practice of the profession and legitimize it before public opinion. It is framed in a set of philosophical foundations on the human being.

Next, the axiological, ontological and epistemological dimensions that guide the Canons of the Ethical Code of the College of Social Work Professionals of Puerto Rico are presented. In drafting the philosophical dimensions of the Canons of Ethics, the context in which the profession of Social Work in Puerto Rico was framed, its principles and the social values that contribute to the quality of life of society.

## **Axiological dimension**

The axiological dimension includes the values to be considered in professional action. Democratic and humanitarian ideals have been central to the development of the Social Work profession

in Puerto Rico and other countries. This vision has guided practices aimed at defending the values that dignify the human being in a context of solidarity between equals. The democratic and humanitarian environment of the professional action of Social Work is essential to promote a quality of life in accordance with the universal rights of the human being.

The professional action of Social Work begins with the affirmation of the dignity, freedom and equal rights of human beings. It also recognizes the existence of social, economic, political and cultural conditions that promote inequality, inequality and social injustice. For this reason, professional Social Work action is framed in an ethical-political commitment that promotes the defense and enforceability of human rights, strengthening autonomy, building citizenship, active and critical participation in democratic processes, appreciation for diversity and inclusion, the demand for social and economic justice, and access to justice and quality social services. These commitments will serve to address various manifestations of oppression such as marginalization, discrimination and individual, group, institutional or structural violence, based on class, race, gender, sex, sexual orientation, age, family type, marital status, Religious or political beliefs, skin color, nationality, ethnic group, migratory status, functional diversity, health, physical or mental condition, occupation, syndical or political affiliation, political ideology, and social or economic status.

The Social Work professional engages with people and organizes their professional action in order to face inequality, inequality, exploitation, discrimination and other manifestations

of oppression that degrade human dignity. The ethical-political commitment of the professional of Social Work is valued to assume critical professional actions towards the conditions that undermine the dignity of the human beings and their surroundings.

Given the context of our society, we value a professional practice guided by the freedom, transformation and emancipation of people. This practice will work towards the satisfaction of human needs, in order to promote the integral well-being and full development of people and social groups. will promote the exchange of knowledge, active participation, and problematization of the situation that is the object of attention, as well as the social, economic, political and cultural context in order to promote new understandings for all the people involved, including the professional, which contribute to personal and collective transformation. will recognize and demand the responsibility of the State to promote and guarantee human rights. will also promote the recognition of the construction of citizenship in its responsibility to demand, claim, expand, and enforce them.

### **Ontological dimension**

The ontological dimension in the Social Work profession reflects on how the human being is conceived as a biological, psychological, social, political, economic, historical, cultural and spiritual entity, as well as the environment in which it develops.

It recognizes the people and social groups as social and historical subjects. This implies that from their own physical, mental (or psychological), emotional and spiritual conditions, as well as social, political, economic and cultural conditions in certain socio-historical contexts, people and social groups are defined from an environment and mutual interaction with others. Likewise, the social subjects are recognized rights and obligations, and the ability to influence their own life processes.

It is also recognized that the Social Work profession is a historical subject with a particular place in the social structure of the State, with functions determined by social policy and with social legitimacy achieved in its interaction and responsibility with the oppressed and vulnerable social movements and sectors.

People are conceived as active and critical human beings, in interpreting the conditions that violate it and that manifest themselves in social problems and needs according to their circumstances and contexts. It also recognizes the autonomy of individuals and social groups in confronting social conditions of inequality, oppression and violation of rights that affect their lives. Therefore, the profession promotes citizen participation and in general the inhabitants of the country in decision-making processes, and the need to organize collectively to address the multiple dimensions of the environment context and social structures that limit the achievement of its full development. Likewise, the profession recognizes the value and importance of social movements as protagonists in the defense, enforceability and extension of human rights, as well as in the processes of social transformation. Therefore, it seeks active and critical

participation in coalitions, and the creation of alliances with other social sectors related to our principles and values and committed to social transformation.

### **Epistemological dimension**

The epistemological dimension deals with how the knowledge, the knowledge and the vision and interpretation of the world generated in the professional relationship of Social Work and participants arise and are conceived. This includes the way in which the Social Worker receives, visualizes, analyzes and processes the information produced by all the components of the professional action.

The professional ethical-political commitment of Social Work implies recognizing the active capacity of the participants in the exchange of knowledge and knowledge for the critical analysis of their reality. This will help to make visible the forces of economic, political, social and cultural dimensions that limit the improvement and transformation of their living conditions. The role of the Social Work professional in the generation of knowledge is to facilitate processes of citizenship construction and active participation, seeking access to information, dialogue with argumentative validity, horizontal exchange of knowledge and knowledge, valorization and problematization of Diverse perspectives and the search of alternatives that are generated from the recognition of the dignity of all the people involved and the solidarity. This process of awareness is based on the interests, needs, knowledge, knowledge, skills and values that the participants have about the social reality

in which they are located. In addition, will make use of social research, the processes of systematization of practice and the assessment and contribution of popular knowledge to inform their professional action. Likewise, it undertakes to keep its theoretical, methodological, technical and ethical knowledge updated.

The Social Work professional has an ethical commitment to maintain up-to-date professional training in the field of Social Work with the purpose of sharing it with all the components of professional action. The continuing education of the Social Work professional is central to and necessary for informed and effective professional action. The valid and solid knowledge power of practice in Social Work makes sense when it is shared with other people. Theories in the social sciences, social research and systematization of practice as resources to discover, generate, evaluate and promote knowledge are strengthened in order to strengthen the theoretical, methodological, technical and ethical practice of the profession in all its areas of domain.

# PHILOSOPHY AND DECLARATION OF STATEMENTS OF THE ETHICAL CODE OF THE COLLEGE OF PROFESSIONALS OF SOCIAL WORK OF PUERTO RICO

This document is intended to establish the philosophical guidelines that should guide the Ethical Code of the College of Social Work Professionals of Puerto Rico and presents the statement of statements that endorse the following 7 Canons of Ethics:

## **Canon 1**

The Social Worker as a professional.

## **Canon 2**

The Social Work Professional and the participants

## **Canon 3**

The Social Work Professional and confidentiality

## **Canon 4**

The Social Work Professional and their co-workers.

**Canon 5**

The Professional of the Social Work and the technologies for the information and communication

**Canon 6**

The Social Work Professional and Supervision.

**Canon 7**

The Social Work Professional as a Researcher.

# PRINCIPLES THAT GUIDE THE PROFESSION OF SOCIAL WORK

The principles outlined in the Ethical Code bind each professional of Social Work, regardless of the setting where they exercise their professional action. Every person who has a license to practice the Social Work profession must be governed by them. Social Work professionals have the individual and collective responsibility to defend, demand and promote all the principles of social justice that constitute the *raison d'être* of the Social Work profession.

The Social Work professional will understand that its primary function is to facilitate processes so that the participants achieve the optimal development of their capacities and live a satisfactory, productive, independent and socially useful life. You will recognize that your profession is based on respect for the dignity of the human being. In the same way, he will always keep in mind that the steps he takes in his professional role substantially affect the lives of others. In addition, will recognize that all participants have the right to fair and equitable access to and participation in services guaranteed under human rights, regardless of their poverty, marginalization, individual, group, institutional or structural violence. Race, gender, sexual orientation, age, family type, marital status, religious or

political beliefs, skin color, nationality, ethnic group, migratory status, functional diversity, health condition, physical or mental, Occupation, trade union or partisan affiliation, political ideology, and social or economic status. He will understand that righteousness should guide their actions, and will avoid even the appearance of improper conduct.

## **PRINCIPLE 1**

### **Value: DIGNITY OF PEOPLE AND PEOPLES**

**Ethical Principle: Social Work professionals respect the dignity of all people and peoples.**

It recognizes the intrinsic value and dignity of human beings and peoples. This implies the recognition that human beings are born free and are equal in rights that are inalienable to them. Human dignity is thus the foundation of freedom, justice and peace, and for this reason we seek to show solidarity with the oppressed, marginalized and excluded sectors in order to promote the construction of new socio-political structures, which are more solidary, inclusive and just. In addition, Social Work professionals should base their relationship on the basis of respect for ideas, beliefs and values, and to problematize them when they involve a violation of human dignity. This includes knowledge, skills and critical attitude to work with diverse populations and against prejudice, stigma and social discrimination, promoting respect, inclusion and appreciation of diversity will also facilitate the participation of oppressed groups or social sectors in the construction of their citizenship,

regardless of their nationality or immigration status. In addition, he will refrain from using the power of the profession to impose his ideas, beliefs and prejudices.

## **PRINCIPLE 2**

### **Value: RELEASE AND EMANCIPATION**

**Ethical principle: The main goal of each Social Work professional is to promote the autonomy of people, their active and critical participation in the issues that affect them and to participate in democratic processes and solidarity towards justice and human emancipation.**

It recognizes the autonomy of people and peoples to participate in decisions on the issues that affect them, seeking to work towards the eradication of all forms of exploitation, oppression, rape or discrimination, always valuing their dignity and freedom. It includes the defense of civil and political rights, such as the right to life, security and protection against discrimination. It validates, among others, the right of people to freedom of thought and expression and the right of peoples to self-determination.

## **PRINCIPLE 3**

### **Value: SOCIAL JUSTICE, HUMAN RIGHTS AND EQUITY**

**Ethical Principle: Social Work professionals recognize the importance of their actions aimed at promoting and fighting for the achievement of social justice, human rights and equity.**

Social Work professionals will pay attention and actively participate in denouncing any act that threatens the rights of people and their full development and in favor of policies, programs and services that promote integral well-being, optimum human development, social justice and equity.

All professional activity seeks to promote sensitivity, knowledge and capacity on the elements of oppression and diversity to promote conditions of equality and social and economic equity with a perspective of overcoming inequalities and social discrimination.

## **PRINCIPLE 4**

### **Value: DEMOCRACY**

**Ethical principle: Social Work professionals are committed to social and economic democracy and the active participation of people in these processes.**

Democracy, beyond being a representative system, refers to the processes of active participation in the public affairs of a country, including social policy, and to the socialization of socially constructed wealth. For this, it is necessary to promote an active citizenship committed to justice, equity, human rights, general welfare, the development of new rights and the common good of all people living in Puerto Rico.

the Social Work professional will contribute to the deepening of democracy through processes that strengthen the participation of individuals and social groups in political processes and the decision making on the issues that affect them.

## **PRINCIPLE 5**

### **Value: SERVICE AS SOCIAL AND ECONOMIC LAW**

**Ethical Principle: The main goal of each Social Work professional is to promote human and collective development through the provision of services framed in the defense, enforceability and extension of rights.**

In a society with multiple manifestations of oppression, social services are interpreted as a human right that guarantees a dignified life for the people. For this reason, the Social Work professional are committed to guarantee quality in professional service. will understand that the human and collective development facilitated by the provision of the service will allow a just society for all people. Professional services will constitute a deliberate action towards the satisfaction of human needs and the equitable distribution of existing resources. will promote the development of personality and the transformation of personal and collective circumstances. Social and economic rights must be the foundation of social policies and social programs and services that guarantee them.

## **PRINCIPLE 6**

### **Value: HUMAN RELATIONS AND SOLIDARITY**

#### **Ethical Principle: Social Work professionals recognize the central importance of human and solidarity relations.**

Social Work professionals recognize the multiple dimensions of social relationships and their importance for social transformation. They will foster solidarity and the link between people to strengthen human relations, active participation, assertive communication, problematization of situations and their contexts, recognition of tensions and contradictions, and the generation of agreements and consensus through dialogue and argumentation. This, in order to maintain, re-establish, promote and achieve personal and collective well-being. In addition, they will encourage the development of working relationships with other professional groups, sectors and social movements that are related to the principles of the profession and that seek the transformation of the current social order.

## **PRINCIPLE 7**

### **Value: INTEGRITY**

#### **Ethical Principle: Social Work professionals will observe full behavior at all times.**

The professionals of Social Work will base their professional action on the ethics, mission, values, standards and principles of Social Work. In all situations, they will act in an honest and responsible manner in a way that does not adversely affect the profession. Social Work professionals will reject and denounce corruption at all levels of society, especially with regard to public administration and the undermining of services and the recognition of human rights.

## **PRINCIPLE 8**

### **Value: PROFESSIONAL QUALIFICATIONS**

#### **Ethical Principle: Social Work professionals will update their professional qualifications and skills.**

Social Work professionals will increase their knowledge, skills and skills continuously, in order to improve their professional performance. They will examine with critical historical sense the emerging knowledge relevant to training and professional action. There must also be an element of reflection to understand the dynamic nature of transformation or reaffirmation of knowledge itself. They will guide their specific practice in theoretical knowledge avoiding inferences and interpretations based on speculative and subjective arguments. This also implies that professionals assume responsibility for influencing professional and training organizations so that they in turn respond to the principles contained in this code and their relative interference in the profession.

# ETHICAL CANONS

The exercise of the Social Work profession is governed by the present Ethical Code, whose rules and procedures are subject to all its members, as stipulated in the Organic Law of the College of Social Work Professionals of Puerto Rico of May 11, 1940, as amended and its Regulations. The rules contained in this code are mandatory for the membership of the College of Social Work Professionals. They will be applied without prejudice to other legal norms and of superior rank of the jurisdiction of the System of Courts of Puerto Rico. Professionals in the field of Social Work can not claim ignorance, disuse, custom or practice to the contrary not to observe the norms stipulated in the code.

The following seven standards of ethics respond to the commitment to ensure quality in the provision of direct and specialized services in Social Work, in the areas of research, vocational training, supervision, administration, evaluation and formulation Of social policies. These services are framed within the mission of the profession, as one that seeks the achievement of social justice and the development of a full life for every inhabitant of Puerto Rico.

Social media platforms are interactive tools? that facilitate information, communication and mobilization between people and groups, thus connecting millions of users in a highly

interconnected and globalized world. Changes and advances in technology, incorporated in professional action, have required the inclusion in this Code of a new canon, entitled: the professionals of Social Work and technologies for information and communication. This canon includes a series of articles that serve as parameters of action in what should be considered the ethical use of platforms for information and communication, within the professional and personal work of the Social Worker in Puerto Rico.

These platforms include the use of computers and other electronic equipment such as tablets, cell phones, smartphones, messaging or text services, audio and video technology, internet (including e-mail, search engines, web pages, chats and others), web platforms (blogs, discussion forums, location-based services, consumer-review sites, call services, cloud services, applications, among others) and social media (social networking, photo sharing sites, video sharing sites, among others). These types of digital platforms are currently used by Social Work professionals to provide information to the public, to provide services to and communicate with participants, to handle confidential information and records, to store and access information about the participants. Therefore, Social Work professionals will use digital platforms to communicate with participants, for professional purposes only.

# CANON I

## **The Social Work professional**

### **Article 1**

#### **Responsibilities towards the profession.**

#### **The Social Work Professional:**

- a. Will protect and enhance the dignity and integrity of the profession.
- b. Keeps their license, membership and continuing education up-to-date. This responsibility includes all practices of the profession. It is extended, but not limited to, the practice of teaching, consulting, supervision-administration, research, clinical practice, forensic practice, analysis and evaluation of social policies regardless of the name of the position, which requires formal preparation in Social Work.
- c. Will act to prevent the practice of the profession by people who are not duly authorized and qualified for it, according to the laws of Puerto Rico and this Code.
- d. Distinguishes and states, when making public statements or participating in public events, if they are performing them in their personal capacity or as a representative of the

agency in which they work or as a representative of the College.

- e. Will not discriminate on the grounds of poverty, marginalization, structural violence, access to justice and health services, race, color, gender, marital status, age, ethnic origin, occupation, nationality, special needs, religious ideology / religious practices, political ideology, health, physical and mental condition, social and economic status, union affiliation, sexual orientation, types of families, circumstances or for any other reason in the provision of services.
- f. Will exercise its professional action with dedication, commitment and qualifications seeking the welfare of its participants.
- g. Will use professional judgment to identify and refuse orders or instructions that may conflict with the principles contained in this code, even if these guidelines come from their superiors or are part of the practices of the agency or organization in which they provide services.
- h. Will respect existing laws aimed at protecting the environment.

## **Article 2**

### **Professional Qualifications.**

#### **The Social Work professional:**

- a. Will have the responsibility to keep up with the professional actions of the scenario or modality of action in which services are rendered or specialized. This includes professional qualifications, compliance with hours of continuing education, as provided by current law, as well as providing documentation in related areas that may be useful to the population to whom you render services.
- b. Demonstrate qualifications and skills in the performance of their duties or other professional responsibilities that they accept. For this, they will investigate, select and obtain the knowledge and skills necessary to exercise and contextualize their professional action.
- c. Will base its professional action on empirical knowledge and best practices relevant to Social Work and based on its ethical principles. This responsibility includes the assessment and qualification of the impact of the professional action.
- d. Will contextualize the work with its participants using the knowledge, methods, models and techniques of the function for professional action with them.
- e. Will provide truthful information about your professional qualifications, education, experience and professional affiliations.

- f. Will contribute to the enrichment of the profession by disseminating research findings, acquired knowledge and experiences in the execution of models related to the practice of the profession; All this, through presentations, publications or other means of information dissemination.
- g. Will denounce the discriminatory practices of which it has knowledge in the exercise of the professional action.
- h. He will use cautious, cautious and critical diagnoses of physical and mental health.
- i. Will avoid labeling participants based on physical, mental, social and economic conditions.
- j. Will keep up to date its knowledge on the social problems of the country, its causes, manifestations and effects on the populations to which it offers its professional services.

### **Article 3**

#### **Integrity**

#### **The Social Work professional:**

- a. Will identify and confront possible influences and pressures outside its function that may interfere with the exercise of its discretion and judgment.
- b. Will only claim credit for what they have done and will recognize contributions made by others.

- c. Will denounce the unethical and illegal conducts of other members of the profession through the procedures established by this College.
- d. Will act in her personal life in a way that is consistent with the values and principles of the Ethical Code.

# CANON II

## **The Social Work professional and the participants.**

### **Article 1**

#### **The Social Work Professional:**

- a. Will provide the participants with correct and complete information about the nature of the services available in the agency or organization in which they work, as well as other programs or sources of services, so that participants are aware of their rights, duties, opportunities and risks associated with such services.
- b. Will request to be relieved of the responsibility to attend or intervene in a specific situation, conflict of interest or for any reason that could interfere with the best professional care. In cases that cannot be relieved by emergency situations, will offer the immediate and necessary service conducive to stabilize the situation.
- c. Will terminate the action and professional relationship with the participants when completing the service process or when it does not respond to the needs and best interests of these and these. Similarly, the action and professional relationship will terminate when the participant for any

reason discontinues the service and cannot be contacted by demonstrating reasonable efforts to that effect.

- d. Will respect the right of participants to self-determination. To do this, it must guide and provide the necessary information so that they have all the elements on which they can base their decision-making.
- e. Will avoid imposing or attempting to persuade decision-makers to use their views, principles, religious beliefs or personal values.
- f. Will prevent discriminatory or abusive practices against participants.
- g. Will denounce to the pertinent authorities any discriminatory or abusive practices against persons, families, groups and communities although they are not participants of the professional.
- h. Recognize the attribution of power that underlies the professional relationship and avoid taking advantages based on it to exploit, intimidate, coerce or use any improper practice against its participants and for their personal, religious, political, economic or any other interests. Other nature.
- i. Under no circumstances will establish affective, sentimental or sexual relationships with participants. This prohibition extends to third persons who, because of their relationship with the participant, could vitiate the professional action process and the impartiality of the Social Work

professional. In case of starting a relationship with a past participant or his relative, the Social Worker must wait a minimum of two years. If a complaint arises, will assume the full burden of proving that the participants in the past were not exploited, forced or manipulated in any way.

- j. Will avoid dual or multiple relationships. In cases of becoming aware of the dual or multiple relationship, once the professional relationship begins, will take the measures to cease immediately the same. Will inhibit any related matter in order to ensure continuation and provision of the service by another professional.
- k. Will avoid incurring conflicting dual or multiple roles.
- l. Will avoid professional action with participants, when it possesses privileged information of third parties that could conflict and influence the objectivity of its professional action.
- m. Avoid professional interventions with relatives up to the fourth degree of consanguinity and third of affinity. In these cases, it should be recognized that their interest in the situation is personal, providing the opportunity for another professional to intervene for the benefit of the participant.
- n. Will clarify to all parties who or who will be considered participants and the nature of the obligations with them. This responsibility will be required when services are provided to two or more participants who have relationships between them.

- o. The role should immediately be stated towards the parties involved when anticipating a conflict of interest with participants who are receiving services or when conflicting roles are anticipated. In these cases, will take the necessary actions to minimize any conflict.
- p. Will work to ensure that participants have access to the services and resources they need to solve their problems.
- q. Reject gifts, any exchange of goods and favors from participants and their relatives.

# CANON III

## **The Social Work professional and confidentiality.**

### **Article 1**

### **Confidentiality**

#### **The Social Work professional:**

- a. Will inform each person from the beginning of the professional relationship the limits of confidentiality according to the laws, jurisprudence and regulations that apply.
- b. Will safeguard the right to the confidentiality that shelters the participants. The value of confidentiality entails respecting the content of the information provided by each participant to the Social Work professional. The right to confidentiality extends to the information of each person's records and private documents, including archived or documented information through electronic equipment under the responsibility of the Social Work professional.
- c. Will require the written authorization of the participant or its authorized representative to disclose information to third parties; All based on existing laws related to the

management of the participant's files, data subject to divulgation and confidentiality.

- d. Will use the confidential information of each participant for educational or research purposes, as long as the written authorization of the participant for that purpose is ensured and the protection of the data that identifies them is ensured.
- e. Will respect the right of the participants to maintain confidentiality of the information they deem private.
- f. Will avoid listening to private information of the participants, unless it is indispensable for the professional action process.
- g. Will not share confidential information with any participant, or related person, in places that do not ensure privacy, including social networks.
- h. Will require the authorization of the person or its authorized representative to obtain documents and information considered private.
- i. Inform the participant of the agency's policy regarding the right of access to records as set forth in applicable laws, exceptions, and agency procedures, with care to protect confidential information about third parties.
- j. Will ensure that any information requested by the person receiving the services to be disclosed voluntarily, is made prior written authorization of the participant or by the

person authorized to provide consent for divulcation of information.

- k. Under no circumstances disclosing information obtained throughout professional management with other persons, without the consent of the participant. As an exception to this rule, information will be disclosed only when situations arise that put physical security at risk or violate the rights of third parties, the Social Work professional, and the participant or the common good according to the laws Applicable. It should be carefully evaluated and, if possible, consulted with peers or supervisors, before providing information to third parties without the consent of the participant.
- l. Will know the limits of confidentiality based on opinions of general and special laws, jurisprudence and institutional regulation validated by law. The information will be provided as required by the court, agency or organization. When it is mandatory to discover information of a confidential nature, the privacy of the participant will be protected and the information required for a particular purpose will be provided specifically.
- m. The divulcation of information about participants will be prohibited when it is required by journalists or the media.
- n. The professional or Social Worker with functional diversity, in the exercise of their practice, will guide each participant on the need to use staff to assist. will request the written

authorization of the person at the beginning of the professional action.

- o. The professional is responsible for training his assistant about his specific duties and compliance with the Canon of Confidentiality. Must obtain an agreement signed and duly filed in the file.

## **Article 2**

### **Records Management**

#### **The Social Work professional:**

- a. Will guarantee that under no circumstances the files will be accessible to other professionals or persons who are not authorized to have access to them.
- b. Will guide each participant on the institutional policy of access to the information contained in the file. will guide the participants on the agency's policy of access and review of files, including the exceptions thereto. The participant will be informed about the established laws.
- c. Will guide participants in case of having professional reservations that limit the delivery or review of the record, including the right to appeal the determination. Will write in the file the request of the participant for these purposes and the professional grounds on which determination to deny the delivery or revision of the social file is based.

- d. Will establish procedures to protect confidential information offered by third parties before giving participants access to the file.
- e. May use the social files of participants for pedagogical purposes, supervision, quality control, case discussion and peer consultation, provided that appropriate measures are taken to ensure the protection of data that identifies its participants.

# CANON IV

## **The Social Work professional and his co-workers.**

### **Article 1**

#### **The Social Work professional:**

- a. Is committed to the fact that the interpersonal relationships in the work scenario will be based on the respect and consideration of the human being, the collaboration and the solidarity.
- b. Will refrain from making judgments among third parties, in cases in which the professional performance of a colleague or another person related to the work scenario, is in conflict with professional ethics or that is being harmed to the subject of professional action.
- c. Will communicate in writing to the College of Social Work Professionals of Puerto Rico any action that a colleague is doing to the detriment of another collegiate or another person related to the work scenario, both in their work and professional performance.
- d. Will prevent personal problems between colleagues or another person related to the field of work interfere or impair the work performance.

- e. Will attend or carry out the relevant transfer of the file when he finishes his professional work, either temporarily or definitively, so that another colleague can continue with this process satisfactorily, to the extent that circumstances allow.
- f. Will respect the participants of another colleague. will provide its services only at the request of the supervisor and in the best welfare of the participants and to whom they are rendered.
- g. Will recognize the intellectual property of any colleagues or other person related to the work scenario and will not remove documents, plagiarize or appropriate other people's merits.
- h. Will act appropriately and will not accept positions or promotions at the expense of doing harm to the merits of other colleagues or another person related to the work scenario.
- i. Will keep participants out of their care of disputes with peers and will avoid engaging them in conflict discussions in the work setting.
- j. Will inform in case personal knowledge of the behavior of a colleague that affects to intervene effectively due to personal problems, psychological stress, substance use and abuse, mental health difficulties or any incompetence. To do this, will use the appropriate channels and remedies,

after dialogue and assist the colleague and propose actions to remedy that situation.

- k. Will know the policies and procedures established for the handling of ethical issues and will take appropriate measures to discourage, prevent and denounce the unethical conduct of his colleagues.

# CANON V

## **The professional of the Social Work and the technologies for the information and communication**

### **Article 1**

#### **Technology:**

#### **The Social Work professional:**

- a. Will use a communication policy for its participants that briefly explains the use of technology and the types of communication.
- b. Will guarantee the confidentiality of the information about the participants that is housed in electronic equipment such as computers and cell phones. will take the necessary security measures when it is necessary to send the information to third parties through digital platforms, avoiding to include content that identifies directly to participants.
- c. Will inform the participants about the risks associated with sending confidential information through emails / emails, text messaging or applications and the possible consequences or potential effects of doing so.

- d. Will prevent other people from accessing the information of participants located on computers, tablets and cell phones that include information from participants.
- e. Will create two high security passwords, one for access to the computer and another for records or folders containing the information of the services provided.
- f. If at any time, the service will be provided through digital platforms, the Social Worker should explain the benefits and potential risks of this practice. Those professionals who use it must have appropriate studies, training, consultation or supervision, that qualify them to offer professional services online.
- g. If the Social Work professional communicates with participants through the web platforms, he or she will avoid sharing images or statuses in personal social media profiles that are not consistent with this ethical code.
- h. At the beginning of a professional action in which it has to be recorded, the Social Worker or professional will ensure that there is a protocol for such purposes.
- i. Will inform and obtain consent of the participants before making any audio or video recordings of the sessions. Once the recording is finished, will ensure that outsiders do not have access to the files.

## **Article 2**

### **Internet and Web platforms**

#### **The Social Work professional:**

- a. The Social Work professional must take the necessary precautions to ensure and maintain the confidentiality of the information when it is to be discussed with third parties through digital platforms as call services or must be shared through cloud archiving services. Authorization and consent will be requested from the participants if service is provided if they share information about the case for educational purposes on the Internet and Web platforms, eliminating any information that identifies them.
- b. Will publish truthful content on the Internet and social platforms. When publishing or sharing information, credit must be given to the corresponding author. All information published or shared must be written in accordance with the Ethical Code.
- c. Will write content to be published or shared on web platforms that does not discriminate on the basis of poverty, marginalization, structural violence, access to justice and health services, race, color, gender, marital status, age, ethnic origin, occupation, nationality, special needs, religious ideology / religious practices, political ideology, health, physical and mental condition, social and economic status, union affiliation, sexual orientation, family types and circumstances. Should not make attacks

or threats that could harm the role as a Social Work professional.

- d. When in the exercise of the professional action are taken photographs or videos that will be published on the network, authorization will be necessary through a release of responsibility.
- e. Location tools on social networks will not be used, when performing work or services for the purpose of protecting the safety and privacy of service participants and themselves. Likewise, will guide the participants of the risks of using these tools when they are receiving services.
- f. If keeping online copy of participant's' files, through cloud services, must protect access with a high-security password. The password cannot be shared with third parties. Will not leave the account open. If not using any documents, must log out.
- g. If using applications to have a file of notes taken in participant sessions, must follow the same clauses quoted in this article to ensure security and confidentiality.
- h. Depending on the used digital platform, a disclaimer will be added, stating whether they are representing the organization or their personal opinions, such as "The opinions found in this blog are personal and do not represent the organization or the company for which I work".

## **Article 3**

### **Social Media:**

#### **The Social Work professional:**

- a. In case of being owner of a profile in social networks or other platforms, must identify if it is a professional profile, as it should make clear the difference between personal and professional role in such platforms. If the use of such profiles is for personal use, will avoid placing or sharing information about professional practices.
- b. Any content or comment published in personal social network profiles should avoid being discriminatory because of poverty, marginalization, discrimination, and individual, group, institutional or structural violence based on class, race, gender, sexual orientation, age , Family type, marital status, religious or political beliefs, skin color, nationality, ethnic group, migratory status, functional diversity, health, physical or mental condition, occupation, union or partisan affiliation, political ideology and social or economic status , Among others, thus promoting respect for diversity.
- c. Shall not make comments that encourage violence or threats to others. will respect the opinions, avoiding complaints or reproaches about the participants who are offered services, colleagues or supervisors.
- d. Will use its professional judgment not to share or comment content published in the social networks that violates the canons contemplated in this Code.

- e. Will obtain authorization through a release of responsibility to be able to label, publish photos or videos of participants.
- f. Will not discuss social networking profiles (personal, professional or private) about disputes, or complaints about personal performances, or about colleagues or supervisors, thus avoiding exposure to allegations of unprofessional behavior.
- g. If a colleague behaves in an unethical manner when using technology, social media, web platforms or social networks, and have witnessed that behavior, will have the responsibility to inform.

## **Article 4**

### **Electronic Equipment**

#### **The Social Work professional:**

- a. Establish preventive procedures to ensure the confidentiality of information provided by participants or other resources through the use of computer, facsimile, telephone, answering machine and any electronic equipment.
- b. Will check the e-mail addresses before sending confidential information to ensure it is correct. will take steps to avoid errors in the transmission of confidential information to unauthorized third parties through the use of any electronic means.
- c. Will guide each participant on the risks of sending information through electronic messages, in particular the possibility

of being interfered with by hackers. Each participant and their Social Work professional must dialogue, decide and stipulate in writing what kind of private information may be communicated via mail or electronic equipment.

- d. Will require that preventive measures be taken to prevent electronic access by outsiders.
- e. The archives of electronic files or private documents of participants will be protected by the use of electronic passwords, to ensure that other unauthorized persons use the computer and have access to the private and confidential information that the participant shares with him or the Social Work professional.
- f. Will take measures to locate the electronic equipment in places that prevent the visibility of the information to people outside the case.
- g. Will prevent the participant information stored on compact discs, external data storage devices and any personal electronic equipment from being lost or accessed by third parties.
- h. Will ensure the information contained in compact discs and / or data storage devices, through a protocol or security measures that prevent easy access to confidential information. Some of the measures to be used may be the creation of a password for access and / or establishment of an encrypted file system.

# CANON VI

## **The Social Work Professional and Supervision**

### **Article 1**

#### **The Social Work professional:**

- a. Will use the supervision so that the Social Work professionals and people under its direction strengthen their skills in the application of theoretical knowledge in the processes of professional actions and research.
- b. The supervisor and supervisor will protect the dignity of the staff under their supervision. To this end, it shall not use threats, verbal violence, derogatory language or disciplinary measures constituting a hostile work environment, which exceed the rules and regulations established by the organization.
- c. Under no circumstances will establish affective relationships, or sexual intimacy with the current supervised ones.
- d. Will maintain a consistent process of supervision with the professionals in charge to ensure the quality of the work they perform.

- e. Will train the people who assist in administrative tasks on the canon of confidentiality and use of technology and will get a signed commitment to these effects.
- f. Will use other consultation methods when understand that need additional information to advise the staff under their supervision.
- g. Will offer mentoring, consulting and direct follow-up to the team.
- h. Will advise and facilitate decision making through educational, administrative and support supervision.
- i. Will be attentive to the situations that may constitute risk of malpractice or professional negligence of his work team.
- j. Will be ensured that the people under its supervision have a license and current membership, if not, will refer to the nominating authority, Board of Examiners and Professional Association of Social Work of PR.
- k. Will establish administrative measures that guarantee the confidentiality of the information of the people served.
- l. Will exercise supervision in a manner consistent with the provisions established by the collective agreement in cases in which the workers 'relations of the agencies or corporations are governed by the workers' bargaining.
- m. Will be alert to situations that may constitute a risk to the physical and emotional integrity of the personnel under its supervision.

- n. Will avoid, in its employer or supervisory role, the discrimination for the reasons stated in this Code.
- o. Any Social Worker who performs functions that require preparation in Social Work, in supervisory, administrative, executive management, specialist, trustee, academic-teaching, research, advisory, consulting, program management or similar functions. , Will comply with the requirements of licensing, membership and continuing education as required by law, even if the appointment or job title is not qualified as such.

# CANON VII

## **The Social Work professional as a Researcher**

### **Article 1**

#### **The Social Work professional:**

- a. Will consider the objectives of research and contribution to individuals or society, according to the principles of respect, beneficence and justice for each participant who are part of the research.
- b. Will evaluate the possible risks and benefits for each participant and society, seeking balance between maximizing benefits and minimizing risks. The protection of participants must prevail over the contribution to the field of science.
- c. Will subject the research protocol or design to organizations created for the protection of research participants in accordance with the statutes required by the laws and regulations in force.
- d. Will maintain an ethical attitude to make sure to protect the humans involved in the research.

- e. Will obtain consent and inform. It must be in writing freely and voluntarily by each participant in the research.
- f. Will recognize any conflict or potential conflict of interest in the research. If eliminating the potential conflict of interest is not possible, it must be described in detail in the consent form.
- g. Respect and protect the confidentiality and privacy of research participants.
- h. Will protect and assist the study participants from any physical, emotional or mental harm or discomfort. If any arise, must attend them according to the relevant research protocols.
- i. Will respect the autonomy and self-determination of the participants to be investigated in all phases or stages of the research and avoid the coercion or perception of coercion with the potential participants.
- j. Will provide the necessary information to the participants of the investigation so that they can exercise their autonomy and self-determination.
- k. Will respect the decision of the participants not to collaborate or to withdraw at any stage or stage of the investigation, without penalty.
- l. No participant, or potential participant, will be coerced to participate in any investigation, nor will he be harmed in the services that he receives or could receive.

- m. Will ensure the consent of the persons or entities in charge or custodians of the persons with reduced autonomy who are going to participate in the investigation.
- n. The management of the data or information obtained from the participants will only be discussed with the people involved in the research.
- o. The findings and information obtained in the research process will be free from tampering and falsification in order to benefit private interests, sources of funding or interest groups.
- p. Will disseminate the results and benefits of the research to the participants, participating populations and the professional community, protecting the principle of confidentiality. This should include presentations, discussions and publications in professional journals.
- q. Will lead to the realization of research that will allow a better understanding of the needs of the participants and the social problems of the country, in such a way as to develop new models and social policies.
- r. Will be governed by Canon Five of this Code for any investigation using electronic equipment.

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# GLOSSARY

1. **Antivirus** - These are programs whose function is to prevent, detect, combat and eliminate computer viruses.
2. **Applications** - Programs designed to perform specific functions on an electronic device such as a smartphone or tablet.
3. **Assent** - Approval or permission to take a professional action. It must be accompanied by informed consent.
4. **Autonomy** - Based on the ethics of discourse, this is conceived as that dimension of human subjectivity which, in addition to implying capacity and possibility for self-determination and self-realization, warns of the ethical character of understanding oneself and others as co-responsible for conceiving generalizable norms, through dialogue and argumentation with pretension of validity, that promote solidarity, justice, equality, democracy and respect for the freedom of all.
5. **Axiology** - science or theories of values. It is used only to designate values of the moral order, never to refer to material values.
6. **Blogs** - These are web platforms where articles or posts (in the form of posts or entries) of different topics are regularly

published, which are sorted by publication date, starting with the most recent.

7. **Citizenship construction** - A process by which groups, institutions, communities and individuals, regardless of their immigration status, put their capacity and intention into action as a subject of law to transform their circumstances and conditions that prevent their full development, coexistence and social well-being, as well as the enjoyment of a decent quality of life. This includes autonomy, solidarity, deliberation, participation and social action, with reference to the dignity of people, social justice and equity.
8. **Cloud services** - These are services that are provided directly on the Internet for the hosting of files (documents, photos, videos, among others) on the web. These files can be accessed at any time and can be shared with other users. You can also give access to other users to edit and review the files.
9. **Code of Ethics** - The governing document that establishes guidelines for best practices, and regulates the professional behavior expected by all those who practice the profession in the country.
10. **Confidentiality** - Ownership of the information which ensures that only authorized personnel will have access to it.
11. **Conflict of interest** - Any situation in which an interest of the Social Work professional interferes or may interfere with the best interests of the participants.

12. **Diminished autonomy** - Situation in which the participants cannot make decisions related to the professional action due to physical condition, mental condition, age, restriction of law or any other reason.
13. **Discussion Forums** - It is an online bulletin board, where each user can place a question or comment, and wait for a series of responses to the posts that he or she places. There are forums on various topics. Many people just read the forums, because they often find useful information, mainly in the area of health and technology.
14. **Dual relations** - A dual relationship occurs when the Social Work professional is maintaining a different relationship with the participant, in addition to the professional, which may be social, financial or of any type that could vitiate the professional action process.
15. **Dual roles** - When the Social Work professional performs more than one role in the professional action, in the same case; example, therapist and expert.
16. **Economic democracy** - Consists of the participation of the social conglomerate in the enjoyment of the socio-economic goods and services that are produced in the community as a result of the work of all. Only when such participation is effective, that is, to the extent that real possibilities of access to wealth and income are established for all members of the community, there can be talk of economic democracy.

17. **Electronic Equipment** - Refers to computers, laptops, tablets, cell phones, facsimiles, smartphones or audio recorders, video cameras and email / text messaging services such as WhatsApp, or those previously installed in each cell phone.
18. **Emancipation** - It refers to the processes of liberation of people and peoples who are recognized as oppressed by the existing social, economic, political and cultural structures that deny their humanity and hurt their dignity. They involve naming, recognizing and understanding the forms of oppression and domination to which they are subjected; to deny and to construct the discourses by means of which the diverse manifestations of the oppression are naturalized; and develop personal and collective strategies to transform the current social order.
19. **Emoticons** - These are digital icons that represent facial expressions or states of mind.
20. **Encrypted** - Is a security measure in computer systems that is used to make confidential or important information unreadable.
21. **Epistemology** - At the present time, the term is used as equivalent to philosophy or theory of science. It is the critical study of the principles, hypotheses and results of the various sciences to determine their origin and logical structure, their value and objective scope. Includes within itself the study of the general method of scientific research

and the analysis of the concepts of reference used by the particular science.

22. **Ethical dilemmas** - These are situations in which the conflicts in ethical principles and all situations are imperfect.
23. **Ethics** - Dimension of the philosophy that studies morality, trying to understand and explain moral behavior or the foundation of being. In the case of Social Work, it implies the behavior observed by the professionals in their work, and the norms that regulate their action and professional “must be”.
24. **Fourth degree of consanguinity and third of affinity**  
- Includes the father / mother; grandfather/grandmother; grandson/granddaughter; son/daughter; brother/ sister; uncle/aunt; nephew/niece; great-grandfather/great-grandmother; great-grandson; cousin brother / cousin sister; brother in law/sister in law; son in law/daughter in law; father in law/mother in law.
25. **GIFs** (Graphics Interchange Format) - Image files that are compressed so that they can generate movement.
26. **Gifts** - Includes, among others, money, goods or any object, economic opportunities, tips, discounts, or special attentions.
27. **Hashtags** - In social networks like Facebook, Twitter and Instagram, is a keyword or phrase preceded by the numeral symbol (#). It is used to identify messages from a specific topic, or to track conversations about a topic.

28. **High security password** - It includes a minimum of eight characters that shows the combination of letters, numbers and symbols. Passwords will be created to access the computer and folders that contain information about participants. To install passwords on folders you will use or download third-party applications to create them. Example: Folder Lock (<http://www.newsoftwares.net/folderlock/>).
29. **Human Diversity** - Wide range of human differences, and their effects on human behavior.
30. **Human Rights** - Historical product derived from the struggles for the recognition that all human beings are born free and equal in dignity. They have the character of universality, indivisibility and interdependence through which justice, solidarity, freedom and full human development are made possible. These are defined by the United Nations as “essential guarantees that we can live as human beings. Without them we cannot cultivate or fully exercise our qualities, our intelligence, talent and spirituality. They include civil, political, social, economic, cultural and solidarity rights that are recognized to all people regardless of their immigration status.
31. **Independent Practice** - Professional governed by the highest standards of the profession, guided by the principles of the Code of Ethics. It exercises its private practice as a service provider without being linked as an employee to a state agency, private agency or not-for-profit entity. It uses theories and methods of the profession to

attend diverse types of participants, in diverse scenarios. You can perform as: educator, consultant, forensic expert, administrator, program director, evaluator, trainer, clinical services provider, community worker or advocate.

32. **Intellectual property** - The author of a literary, scientific or artistic work has the exclusive right to benefit and dispose of it in accordance with the special laws in force on the subject.
33. **Internet** - Refers to the proper and ethical use of web pages, including the use of search engines and web platforms such as discussion forums, chats, blogs, social bookmarks, podcasting, location-based services, consumer- call services, cloud services, applications / apps, and more.
34. **Location tools** - These are services offered for smartphones which allow to know the geographical location of the user. Some services allow consumers to check in at restaurants, shops, museums, events, and other attractions.
35. **Meme** - It is an image, video or text that contains humorous elements, usually shared by many users on the Internet.
36. **Multiple relationships** - A multiple relationship occurs when the Social Work professional is maintaining, in addition to the professional, another different relationship with people or entities that could vitiate the professional action process with the participant.

37. **Ontology** - Participants are conceived as active and critical human beings in interpreting situations involving problems or needs.
38. **Oppression** - The condition of placing extreme and unfair limitations and restrictions on the members of an identified group.
39. **Organic Law** - Law that is needed from the constitutional point of view to regulate some aspect of social life. Organic laws have a different jurisdiction than ordinary laws.
40. **Participants** - Refer to individuals, families, groups, community, students, and organizations.
41. **Photo sharing sites** - These are web platforms that allow users to publish and share photos publicly or privately.
42. **Political Ethics** - Commitment to promote processes of broad participation between collegiate in the discussion of core issues for the construction of a Professional Project that allows us to effectively participate in: the defense of human rights, and the concretization of social policies for promote justice, equity and the improvement of our working conditions. Commitment to support the action and professional organization based on the principles and values of the profession, and from a critical understanding of the situation on which it is affected. It involves taking into account the constraints of the institutional context, the complexity of social reality, respect for autonomy, and the participation of social subjects in the issues that affect them.

43. **Professional action** - A set of activities carried out by Social Work professionals in direct service, teaching, research and social policy according to the values and principles of the profession.
44. **Professional Project** - Collective plan that responds to the determinations of the Assembly, and will be operated by the Board of Directors to promote the processes of broad participation among the collegiate in the discussion of core issues for the defense of human rights, concretization of social policies to promote social justice and equity, and the improvement of working conditions.
45. **Professional Standards** - Reflect standards and knowledge shared and related to the principles on which professional practice should be based.
46. **Search engines** - These are computer systems that allow you to query all kinds of terms or keywords. Some examples are Google and Yahoo.
47. **Self-determination** - this is the direction of behavior and action of an individual according to his personal incentive, as opposed to what is carried out by the pressure of others or the socio-cultural environment. In Social Work the expression is used to refer to the right that each individual has to choose and realize his own life project.
48. **Social bookmarks** - These are tools that allow a user to add and save tags and comments on web pages. These pages are stored electronically in the browser (in the form

of folders) to facilitate quick access to such information. Many of these bookmarks are now social, and allow users to create a profile and other users (depending on privacy options) can view their tags or bookmarks.

49. **Social Democracy** - Beyond representative democracy, in which citizens have the right to vote and to be elected to public office, social democracy it refers to the active and critical participation of people in processes of deliberation and of political action for the construction of more fair and equitable societies. It is characterized by the prominence of social movements in public affairs, the regeneration of political institutions, and new forms of political representation of sectors traditionally oppressed and excluded by socio-economic order.
50. **Social Justice** - In general, designates the aspiration to create a social system of equity and justice for all citizens. It is used to create a set of political proposals, political parties and social movements, which aim to provide welfare, security and order to all members of a society, based on equal rights and obligations.
51. **Social Media** - Web platforms that allow users, companies and organizations to create and share content on different platforms. It refers to the proper and ethical use of personal and professional social networks such as Facebook, Twitter, LinkedIn, Google+, as well as photo sharing sites like Instagram and Snapchat and videos of sharing sites like YouTube, Vine and Vimeo, among others.

52. **Social Networks** - These are online platforms that allow users to create a public profile and interact with other users on that platform. Social networks are a type or genre of social media.
53. **Social Work** - A profession committed to participatory democracy, social justice and confronting inequality and social inequality. It bases its ethical-political action on the defense and extension of human rights. It frames its professional practice in theoretical-methodological and technical-operative knowledge and skills, product of research and professional action in specific historical-cultural contexts. It is inserted in social research; social policy analysis and formulation; the management and administration of social programs; and professional actions of social assistance, socio-educational, therapeutic, teaching, and forensic, among others that affect the strengthening of autonomy, the exercise of citizenship and the integral well-being of the human being in all its contexts.
54. **Tagging** - Is the option of placing a tag or a label on content published on social media. Users can tag one or more contacts they have on a social network, for example, Facebook. The tag can be included in any type of post or entry (text, image, video, among others).
55. **Technological** - Refers to the proper and ethical use of electronic equipment such as computers, laptops, tablets, cell phones or smartphones, audio recorders,

video cameras and email/text messaging services such as WhatsApp, or those that come previously installed in each cell phone.

56. **Unethical conduct** - Non-fulfillment with the provisions of this Code.
57. **Video sharing sites** - These are web platforms that allow users to publish and share videos publicly or privately.
58. **Vocational training** - Education, training and preparation for the knowledge of Social Work.
59. **WhatsApp** - Is an instant messaging service for smartphones. It is used for sending texts, documents, images, videos, audio messages and calls.
60. **Web platforms** - They are platforms that allow the generation of content by anyone. In the same way, they allow interactivity and collaboration between content creators.





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