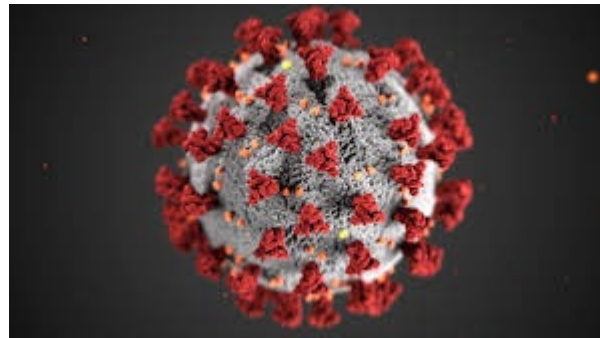
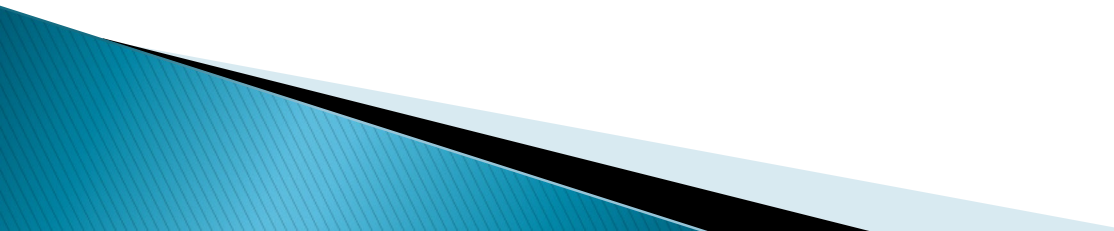


# Ethical Issues Experienced by Counselors during the

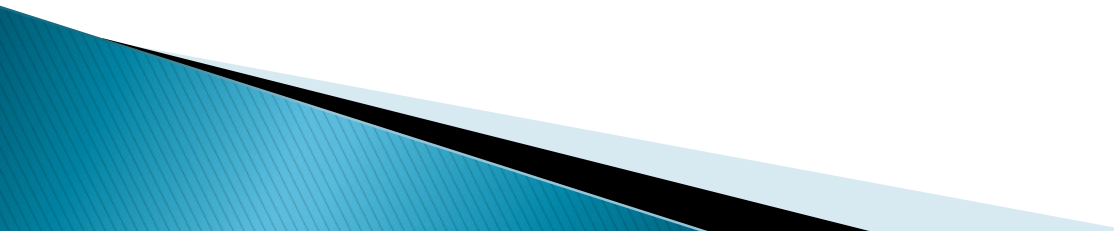
- ▶ Coronavirus Pandemic: A Qualitative Study
- ▶ Dr. Gloria Dansby-Giles
- ▶ Dr. Frank L. Giles



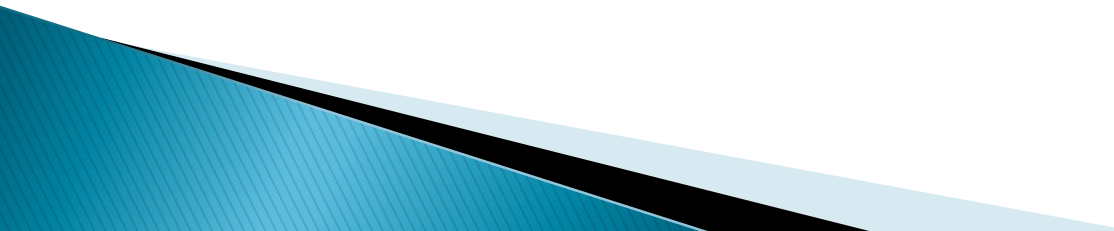
# Introduction of Presenters

- ▶ Dr. Gloria Dansby–Giles is a Professor of Counselor Education at Jackson State University.
  - ▶ She is currently serving as President of the Capitol Area Counseling Association, a division of Mississippi Counseling Association.
- 

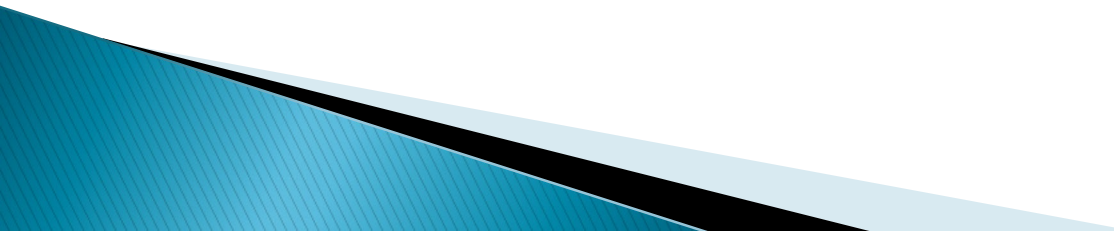
# Introduction of Presenters

- ▶ She is a past board member of the Mississippi Board of Examiners of Licensed Professional Counselors.
  - ▶ Gloria has also served as Southern Region Vice President and Ethics Chair of the American School Counselor Association.
- 

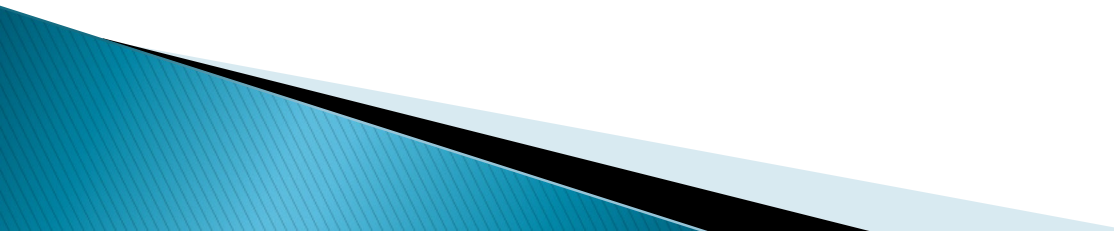
# Introduction of Presenters

- ▶ Gloria has presented at the American Counseling Association,
  - ▶ The American School Counselor Association,
  - ▶ The National Rehabilitation Association,
  - ▶ National Association of Multicultural Rehabilitation Concerns,
- 

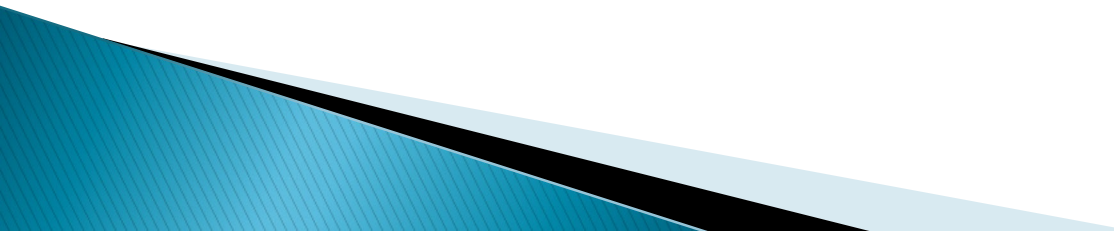
# Introduction of Presenters

- ▶ National Board for Certified Counselors  
Bridging the Gap in Mental Health Disparities  
Conference and the
  - ▶ National Board for Certified Counselors  
Bridging the Gap Virtual Summit.
- 

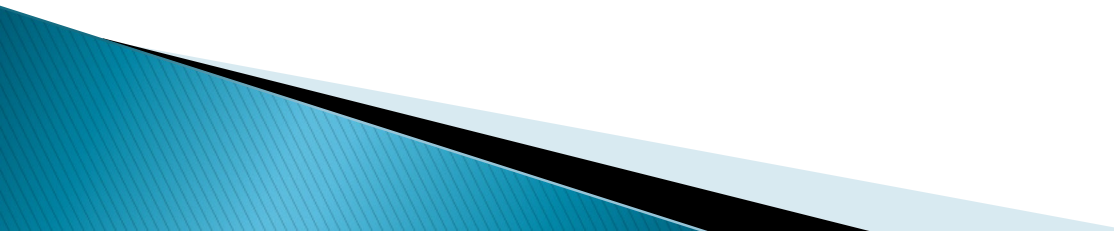
# Introduction of Presenters

- ▶ Gloria is a Licensed Professional Counselor,
  - ▶ National Certified Counselor,
  - ▶ National Certified School Counselor,
  - ▶ National Certified Career Counselor,
  - ▶ An Approved Clinical Supervisor and
  - ▶ A Board Certified TeleMental Health Provider.
- 

# Introduction of Presenters

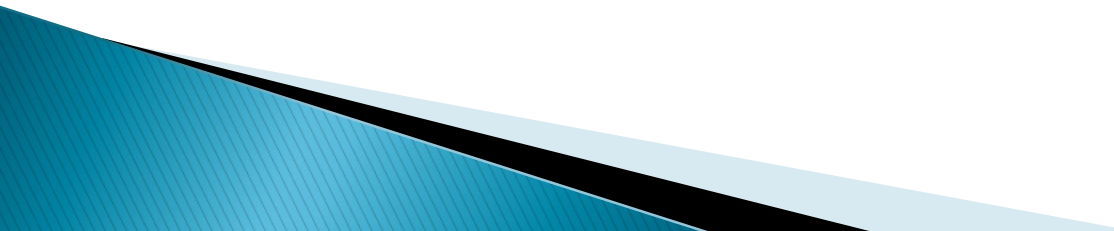
- ▶ Dr. Frank Giles is a Professor of Rehabilitation Counseling and Director of the Long Term Training Grant at Jackson State University.
  - ▶ He has presented at several workshops for MDRS and the National Association of Multicultural Rehabilitation Concerns.
  - ▶ He is a Certified Rehabilitation Counselor, a Certified Case Manager, National Certified Counselor,
- 

# Introduction of Presenters

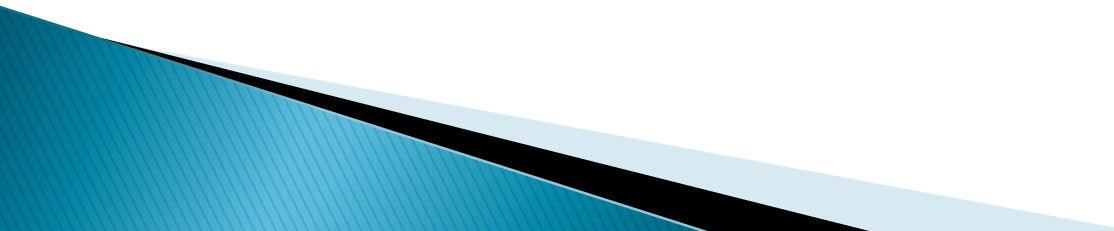
- ▶ Licensed Vocational Rehabilitation Counselor in Louisiana
  - ▶ Licensed Marriage and Family Therapist and
  - ▶ Holds a Certificate in Life Care Planning from the University of Florida and Medipro.
- 




# Disclaimer

- ▶ The information contained within this presentation was obtained from extensive research.
  - ▶ Presenters are not responsible for opinions expressed by participants during the presentation.
- 

# Objectives

- ▶ At the conclusion of this presentation, attendees should be aware of
  - ▶ Changes that impacted counselors during the coronavirus pandemic;
  - ▶ Stigmas that impacted counselors, clients and the community as a result of the coronavirus pandemic and;
  - ▶ Recommendations to enhance professional practice.
- 

# Purpose of the Study

- ▶ This qualitative study seeks to explore the experiences, practices and perspectives of Licensed Professional Counselors (LPCs) during the coronavirus pandemic while complying with changes in licensure regulations,
  - ▶ State proclamations,
  - ▶ Federal laws,
  - ▶ CDC Guidelines on Social Distancing and
  - ▶ Other regulations.
- 

# Introduction to the Study

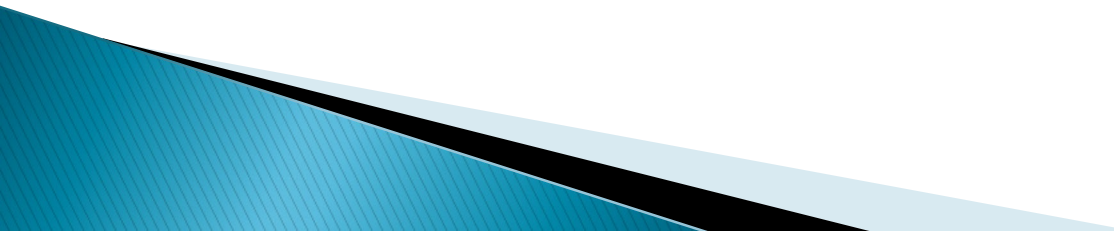
- ▶ Counselors like other health care professionals have attempted to adjust to changes in professional practice as a result of the coronavirus pandemic.
- ▶



# Introduction to the Study

- ▶ Besides adjusting to changes in the CDC Guidelines for Social Distancing, many counselors have delivered services via teleMental health counseling platforms.

# Introduction to the Study

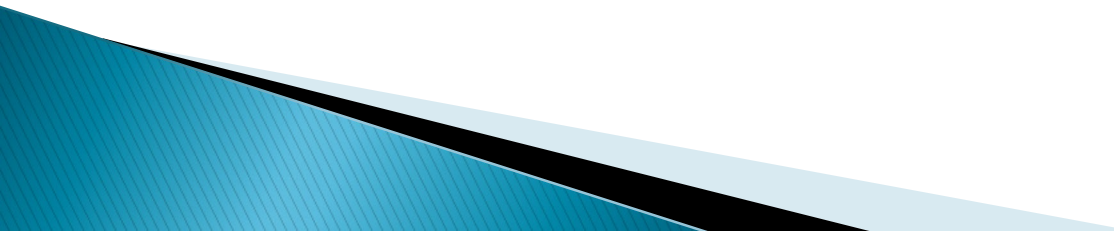
- ▶ Counselors also have responded to changes in HIPAA (Health Insurance Portability and Accountability Act) regulations,
  - ▶ State proclamations related to licensure that suspended some of the regulations related to the practice of distance professional services and
  - ▶ State proclamations associated with the coronavirus.
- 

# Introduction to the Study

- ▶ As counselors transitioned to the practice of teleMental health counseling, they were responsible for reviewing ethical codes that outlined professional practices in delivering services through this platform.

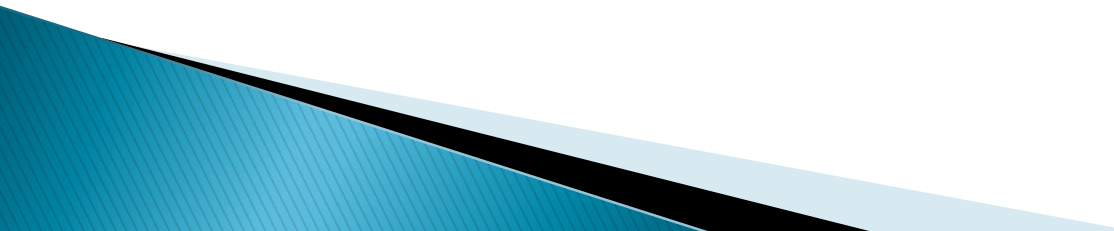


# Introduction

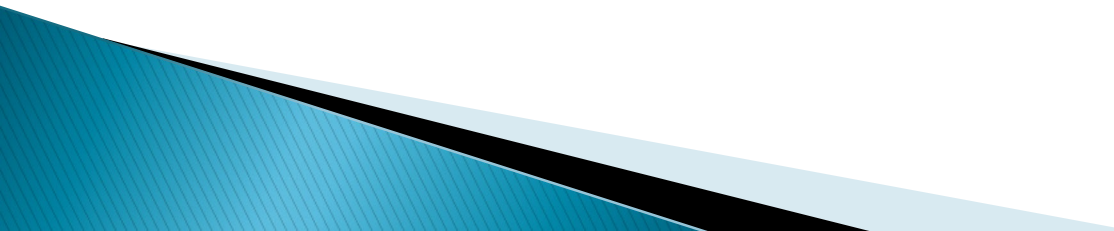
- ▶ Some of the ethical codes were the
  - ▶ American Counseling Association Code of Ethics (2014),
  - ▶ The National Board for Certified Counselors Code of Ethics (2016) and
  - ▶ The National Board for Certified Counselors Policy Regarding the Provision of Distance Professional Services (2016).
- 



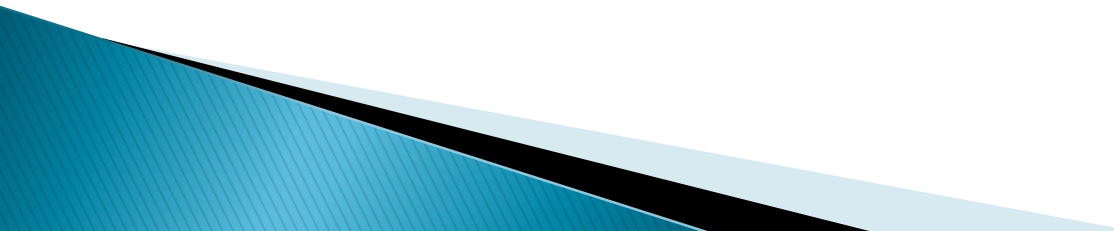
# Research Questions

- ▶ 1. What are the experiences, practices and perspectives of LPCs during the coronavirus pandemic?
  - ▶ 2. What were counselor experiences with ethical codes, state and federal laws, CDC Guidelines and other regulations during the coronavirus pandemic?
- 

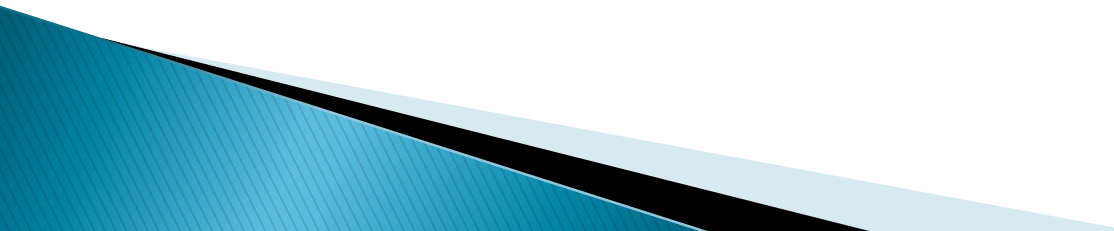
# Research Questions

- ▶ 3. What were challenges that LPCs experienced during the coronavirus pandemic?
  - ▶ 4. What multicultural experiences did LPCs encounter during the coronavirus pandemic?
- 

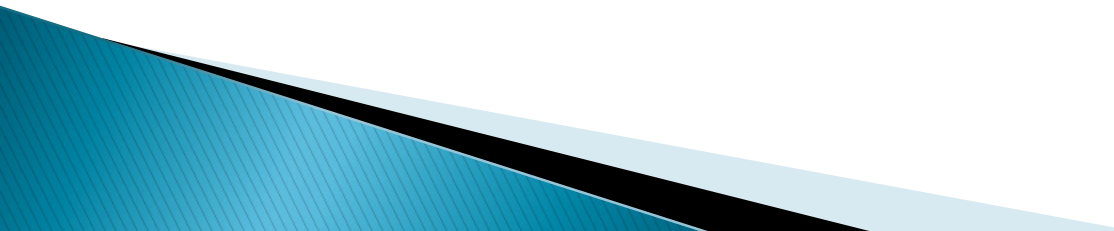
# Research Design

- ▶ With the phenomenological approach, the experiences of Licensed Professional Counselors (LPCs) during the coronavirus pandemic will be highlighted.
  - ▶ A limited amount of information is available on this topic at this time.
- 

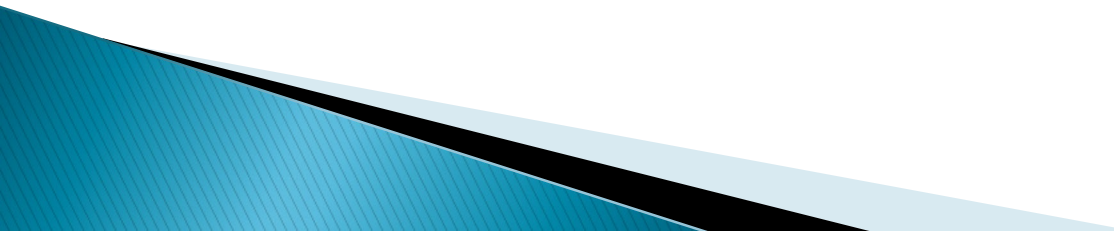
# Research Design

- ▶ This study would be useful to counselors if the pandemic continues longer than expected.
  - ▶ In addition, the rich descriptions that can be obtained from qualitative research could assist counselors in preparing for counseling sessions during the coronavirus pandemic
  - ▶ As well as training future counselors.
- 

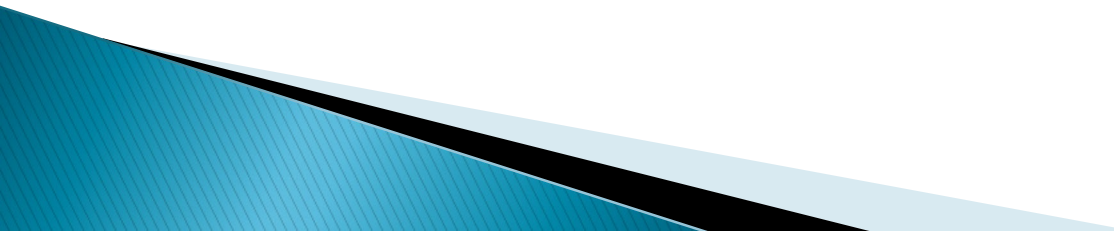
# Research Design

- ▶ Data gathering tools will include an interview protocol,
  - ▶ A self-report form,
  - ▶ Semi-structured interviews that will be transcribed into written transcripts,
  - ▶ Notes from a journal that will be kept by the researcher and
  - ▶ A documents review.
- 

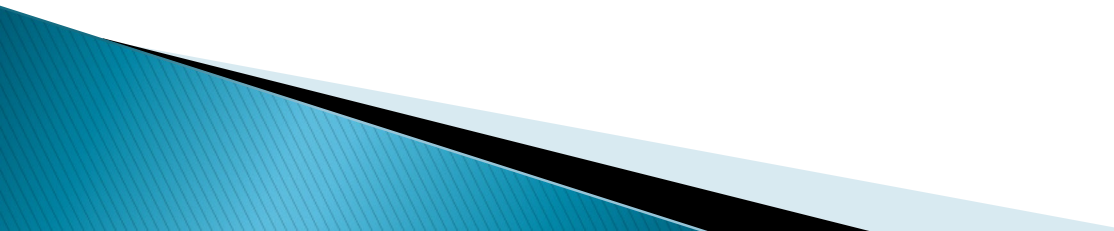
# Research Design

- ▶ Documents within the documents review will include:
  - ▶ Changes by the Mississippi Board of Examiners of Licensed Professional Counselors issued in a Proclamation by the Governor,
  - ▶ Other proclamations by the Governor,
  - ▶ ACA Code of Ethics (2014)
- 

# Research Design

- ▶ NBCC Code of Ethics (2016),
  - ▶ The NBCC Policy Regarding the Provision of Distance Professional Services (NBCC, 2016),
  - ▶ HIPAA regulations with regard to COVID-19 and
  - ▶ CDC Guidelines of Social Distancing.
- 

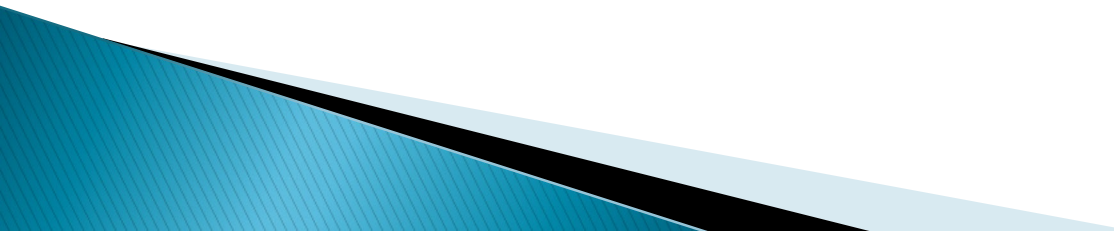
# Research Design

- ▶ Creswell (2007) maintained that the phenomenological study “describes the meaning for several individuals of their lived experiences of a concept or a phenomenon” (pp. 57–58).
  - ▶ The primary intent of this type of research was to arrive at a general description that fits each person’s experience with the phenomenon.
- 





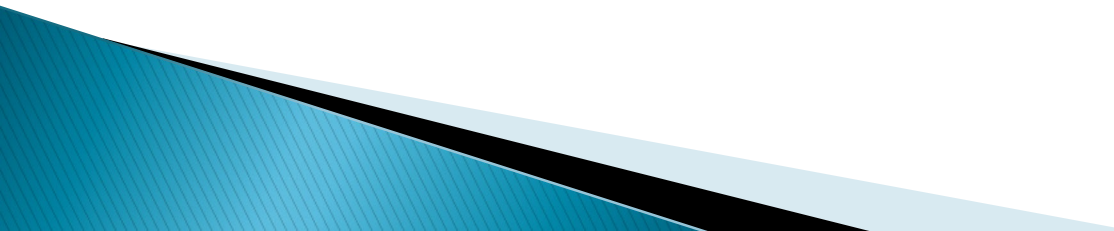
# Research Design

- ▶ With the phenomenological approach, the descriptions of the lived experiences of LPCs who are currently licensed and employed in Mississippi were captured as they struggled to comply with the changes as a result of the coronavirus pandemic.
- 

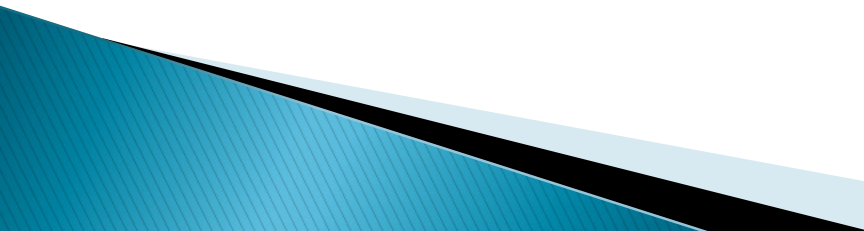
# Research Design

- ▶ The descriptions can be enhanced by gaining an understanding of the experiences of PCs as they attempted to adjust to changes in licensure regulations, state proclamations, CDC Guidelines, federal laws and other regulations.

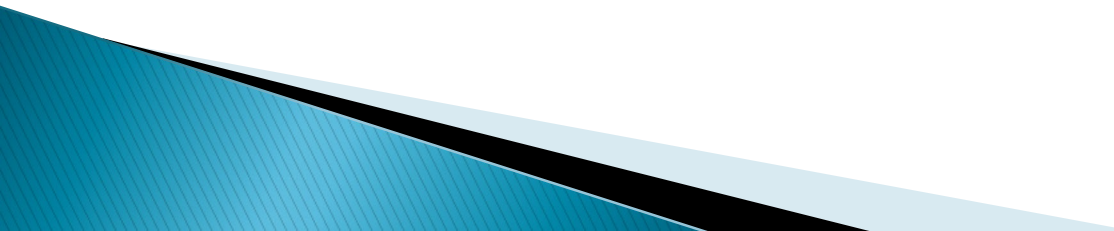
# Research Design

- ▶ There were two strategies for undertaking phenomenological research.
  - ▶ The hermeneutic phenomenology that was espoused by Van Manen and the
  - ▶ Psychological approach that has been advocated by Moustakas (Creswell, 2007).
  - ▶ The hermeneutic approach is concerned with the lived meaning of an experience.
- 

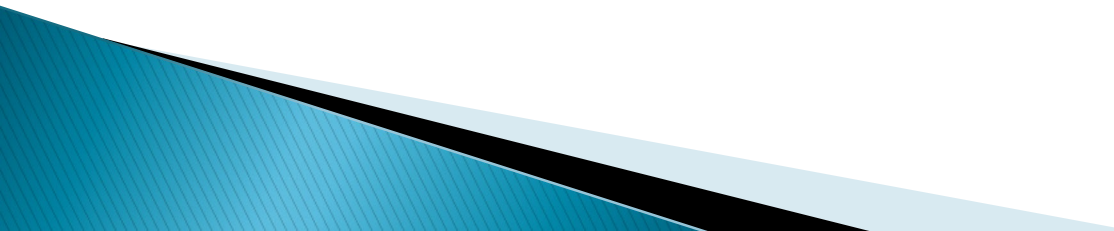
# Research Design

- ▶ Creswell (2007) and
  - ▶ Creswell and Poth (2018)  
(described the approach by Moustakas and moving attention away from the researcher and centering the research process on the experiences of the persons being studied.
  - ▶ In removing the attention from the researcher, the procedure known as bracketing was employed.
- 

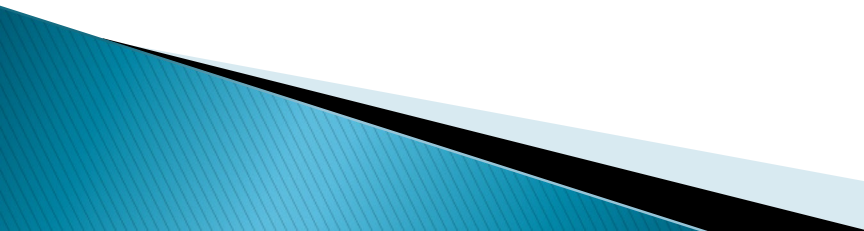
# Research Design

- ▶ In the psychological Phenomenological approach,
  - ▶ A topic will be pinpointed to be investigated,
  - ▶ The investigator's experiences will be bracketing out and
  - ▶ Data will be gathered from individuals who have had contact with the situation.
- 

# Research Design

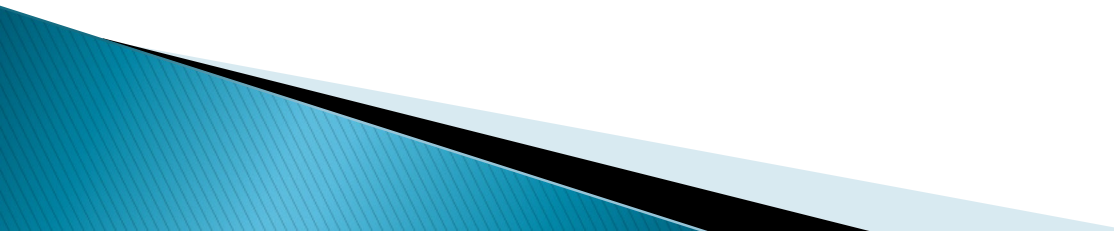
- ▶ Following these steps, the investigator will analyze the information that was gathered by identifying important statements or quotations and
  - ▶ Placing the statements into themes.
- 

# Research Design

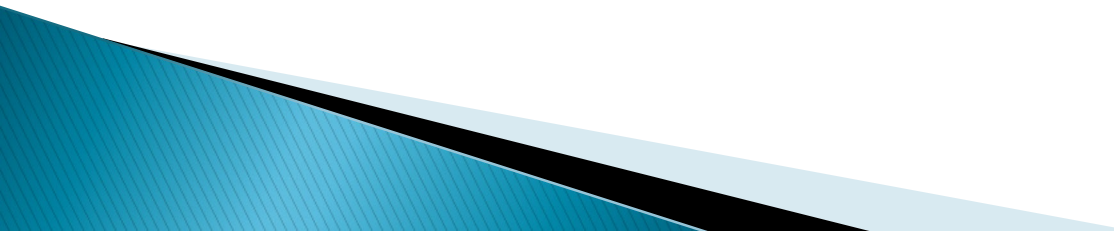
- ▶ Next the investigator will develop a textual description of the experiences of the persons (what the participants experience),
  - ▶ A structural description of their experiences (how they experienced it in terms of the conditions, situation or context) and
  - ▶ A combination of the textual and structural descriptions to convey an overall essence of the experience (Creswell, 2007).
- 



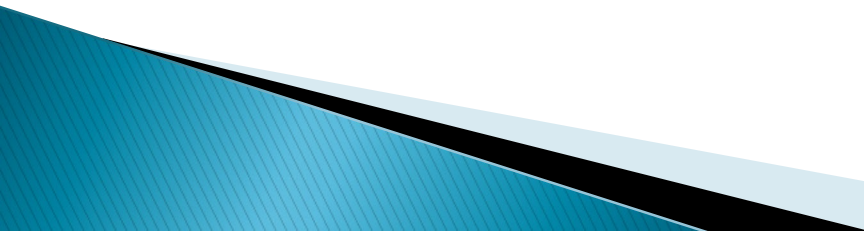
# Population and Sampling

- ▶ The sample population included LPCs who are currently licensed and employed in Mississippi and who committed to two interviews.
  - ▶ Random sampling will be used to select the names of counselors who are members of Mississippi Counseling Association.
- 

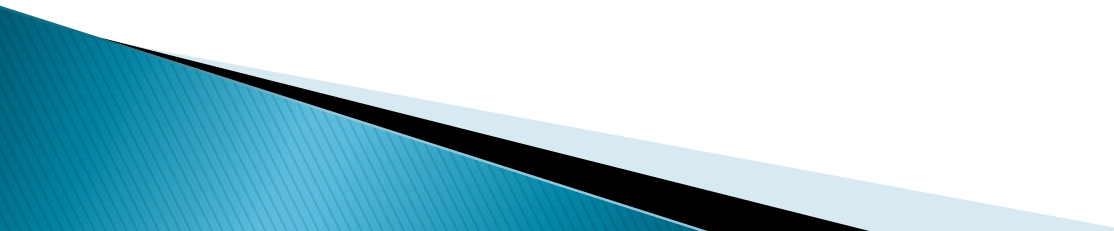
# Population and Sampling

- ▶ Counselors who are selected will be sent a letter of invitation to participate in the study and an informed consent form.
  - ▶ Counselors who accept the invitation to participate in the study would receive a follow-up letter and an informed consent form via email.
- 

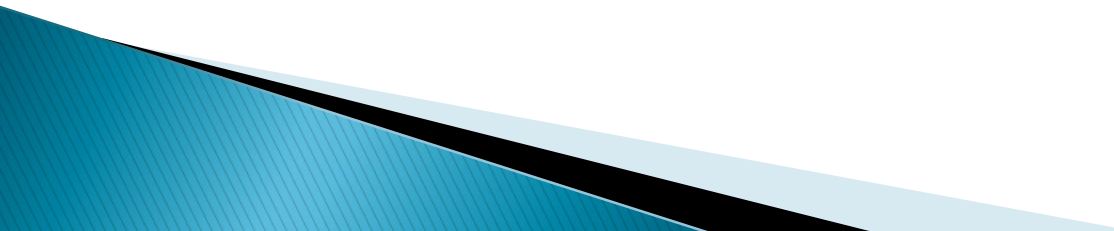
# Instrumentation

- ▶ The researcher has submitted a proposal and informed consent forms to the Jackson State University Institutional Review Board.
  - ▶ Also, the Collaborative Institutional Training Initiative (CITI) training in the protection of human research subjects was completed which is required for IRB approval at Jackson State University.
  - ▶ No incentives will be offered for participating in the study.
- 

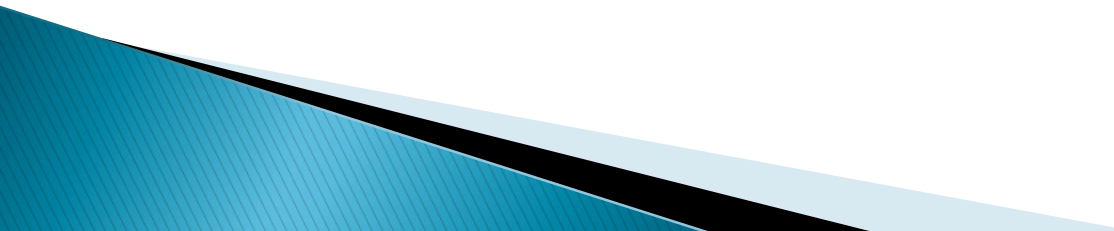
# Instrumentation

- ▶ Once IRB approval is obtained, the researcher will send a letter of introduction and an informed consent form to LPCs who are licensed and currently working in Mississippi.
  - ▶ They will be invited to participate in the study.
- 

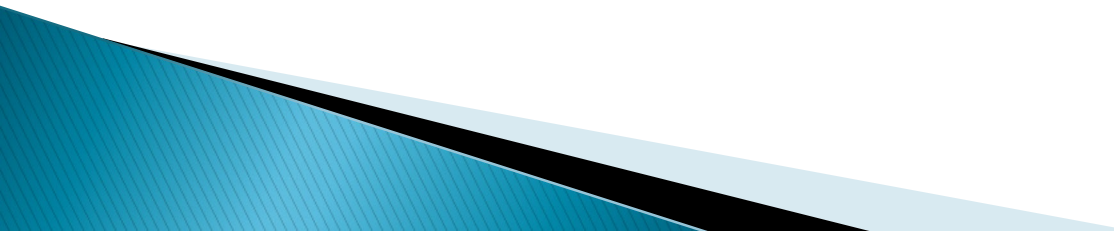
# Instrumentation

- ▶ After the LPCs respond to the letter of invitation and return the informed consent form,
  - ▶ They will receive an email to determine whether they are actively licensed, currently employed in Mississippi and their willingness to commit to two interviews.
- 

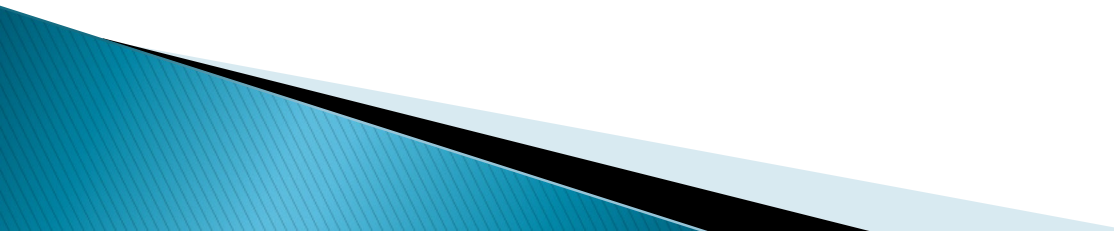
# Instrumentation

- ▶ In addition, the informed consent form will be explained and an interview day and time will be arranged.
  - ▶ The interviews will be conducted by Zoom, Google Meet or by telephone.
- 

# Instrumentation

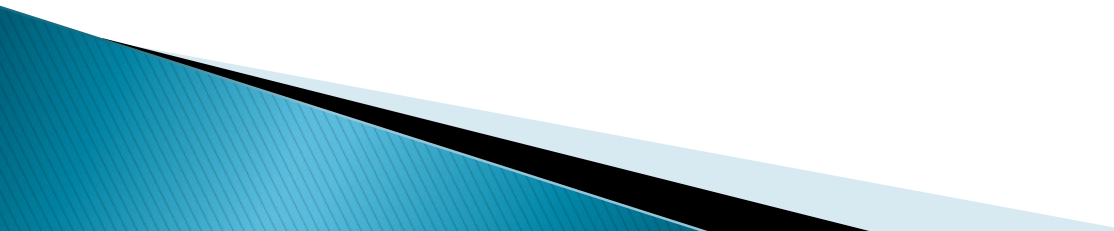
- ▶ The interview will begin with the interview protocol form.
  - ▶ The date and time of the interview will be recorded.
  - ▶ The participant code for maintaining confidentiality of the recorded interview will assigned after the interview.
- 

# Instrumentation

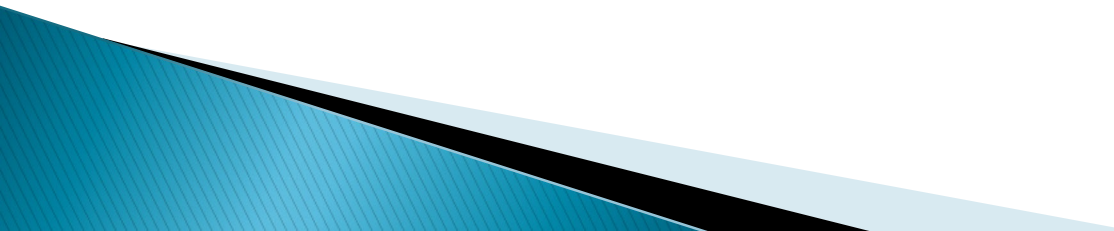
- ▶ The researcher will insure that the informed consent form will be discussed along with confidentiality and the benefits of the study.
  - ▶ In terms of considerations for protecting confidentiality, the researcher will give the participants a copy of the informed consent form and explain it to them.
- 



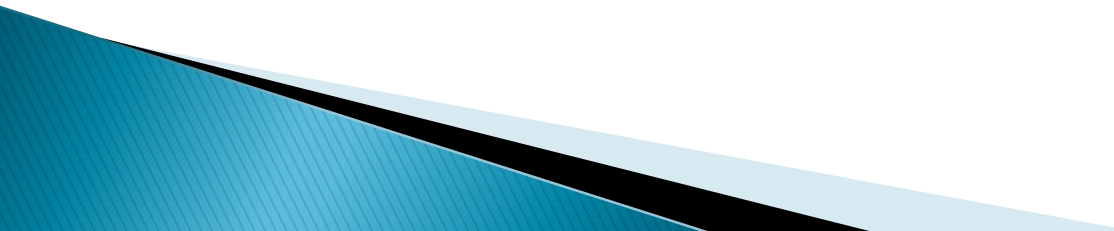
# Instrumentation

- ▶ They will also be informed that the information collected from the interviews will be kept in a locked file cabinet in the researcher's locked office.
  - ▶ In addition, data that could reveal the identity of the participant will be stored in a locked file cabinet in the researcher's locked office
  - ▶ In reporting the results of the study, the names of the participants would not be disclosed.
- 

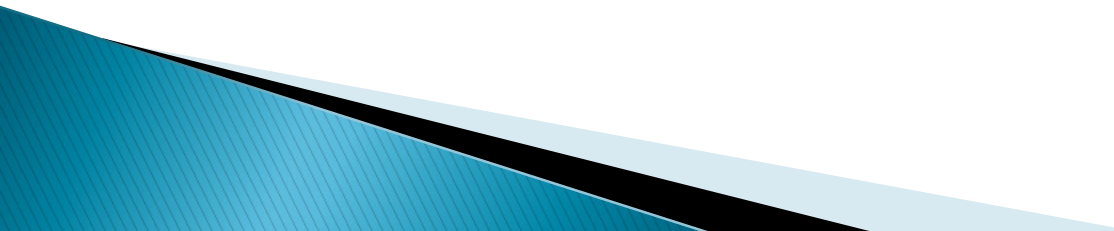
# Instrumentation

- ▶ Next, participants will be asked to complete a self-report form.
  - ▶ This form will seek to obtain information related to background and professional information from the participants.
- 

# Instrumentation

- ▶ Two sets of personal recorders will be used in the event that one recorder malfunctions.
  - ▶ After the interview, the participants will be thanked for their time and involvement.
  - ▶ Interviews will be conducted with the use of Zoom and is projected to last about 15 minutes.
- 

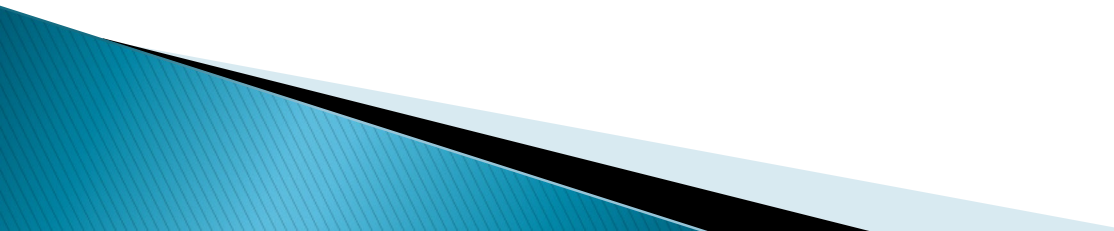
# Instrumentation

- ▶ Follow-up interviews will be conducted with the use of Zoom which will require no more than 15 minutes.
  - ▶ Prior to the follow-up interview, the transcripts from the recorded initial interview will be emailed to participants.
  - ▶ They will be given the opportunity to correct and clarify information on the transcript of the interview.
- 

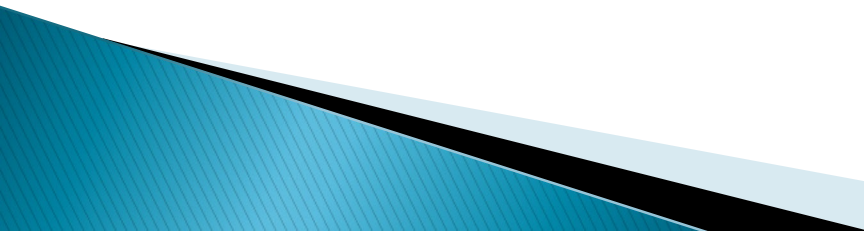
# Instrumentation

- ▶ The interview will be transcribed by a transcription company.


# Research and Interview Questions

- ▶ The interview questions are:
  - ▶ **Research Question 1**
  - ▶ 1. What were your counseling experiences during the coronavirus pandemic?
  - ▶ **Interview questions**
  - ▶ a. What adjustments were made to provide counseling services during the pandemic?
  - ▶ b. What adjustments were made to provide supervision during the pandemic?
- 

# Research and Interview Questions

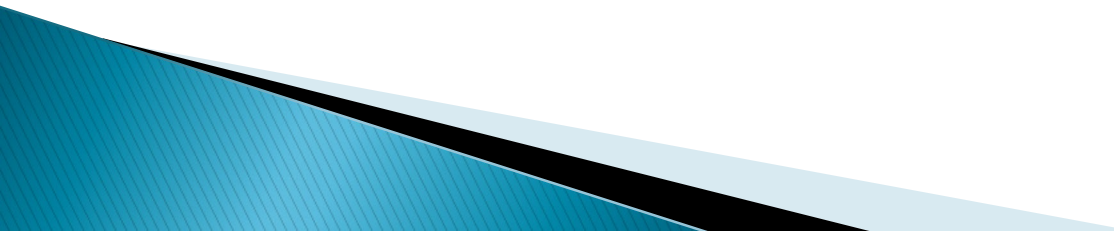
- ▶ **Research Question 2**
  - ▶ What were your experiences with ethical and legal issues in counseling during the coronavirus pandemic?
  - ▶ **Interview Questions**
  - ▶ 3. What were your experiences with changes in the LPC Board Regulations during the pandemic?
  - ▶ 4. What were your experiences with the changes in HIPAA regulations during the pandemic?
  - ▶ 5. What were your experiences with complying with the CDC guidelines on social distancing while providing counseling services?
  - ▶ 6. What were your experiences with other changes in regulations or laws during the pandemic?
- 

# Research and Interview Questions

- ▶ **Research Question 3**
  - ▶ What were some challenges that you experienced during the coronavirus pandemic?
  - ▶ **Interview questions**
  - ▶ a. What were your experiences in accessing counseling resources and workshops?
  - ▶ b. What were your experiences in using technology?
  - ▶ c. What were your experiences in providing supervision?
  - ▶ d. What experiences did you encounter that proved to be challenging?
- 



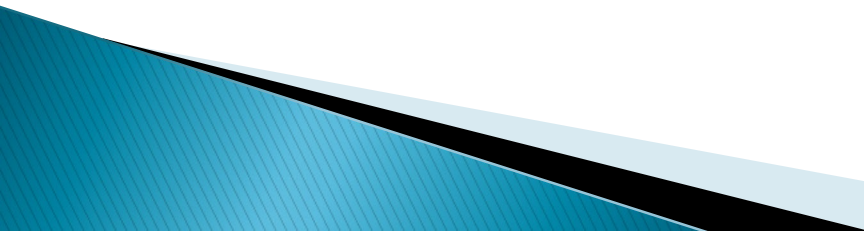
# Research and Interview Questions

- ▶ **Research Question 4**
  - ▶ 4. What multicultural experiences did you encounter during the coronavirus pandemic?
  - ▶ **Interview Questions**
  - ▶ a. What were some multicultural concerns that you experienced in counseling during the coronavirus pandemic?
- 

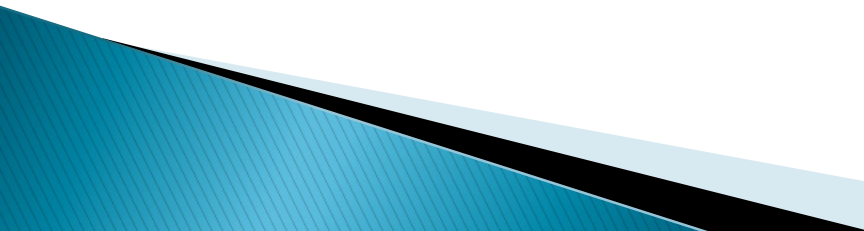
# Interview Question

- ▶ b. What were some multicultural concerns that you experienced with colleagues during the coronavirus pandemic?

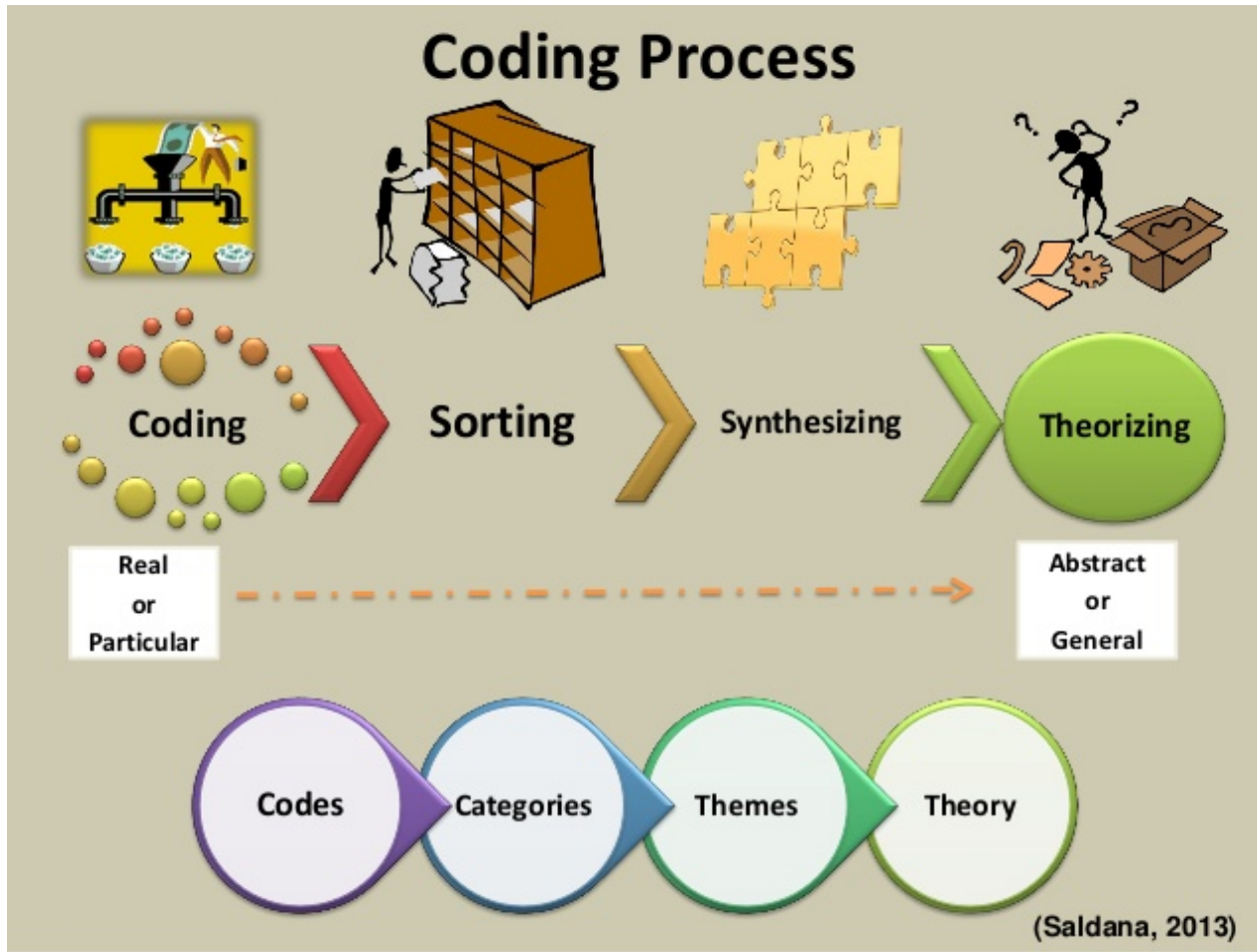
# Data Analysis

- ▶ During the interviews with the participants in the study, a self report form will be used to collect demographic information. The frequencies from this information will be tabulated and presented in the descriptive information about the participants.
  - ▶ Data will be collected from semi-structured interviews that will be taped using an audio recorder. The interviews will be transcribed into transcripts by a transcription company.
  - ▶ In addition to the data from the interviews, data will be analyzed from documents as well as the researcher's journal.
- 

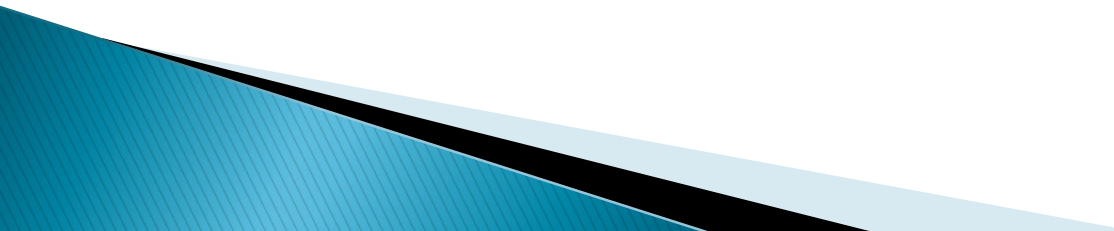
# Data Analysis

- ▶ Then a list of significant statements will be determined from the transcripts from the interviews.
  - ▶ These statements will describe how the LPCs adjusted to changes in licensure laws, state proclamations, federal laws and CDC guidelines. In the third step, the significant statements will be placed into general groups or themes.
  - ▶ The researcher will analyze the statements from the transcripts as well as a second coder.
- 

# Data Analysis



# Data Analysis

- ▶ For the documents review, answers will be sought for each of the research questions for each document.
  - ▶ These documents will be coded separately by the researcher and a second coder.
  - ▶ The results of the coding will be reviewed by the researcher and the second coder and the results will be discussed.
- 

# Data Analysis

## Presenting Findings *cont...* (in Chapter 4)

- Showing how the findings address the research question(s)
- Having a findings summary table (“Findings “at a glance”  
– Saldana, 2013, p. 254)

Category or Theme	Meaning (very brief)	Evidence from the data (very brief)
Theme 1		
Theme 2		
Theme 3		

- **Presenting the relationship between themes**
- **Creating diagram to show the relationship between themes**

Creating diagram: [Cmap](#)

Creating code landscaping: <http://www.wordle.net/create>

# Projected Findings

- ▶ Since data for this study has not been collected, however, it is anticipated that the results may include:
- ▶ findings that will prove useful in assisting practitioners in identifying procedures that support a teleMental health counseling format.



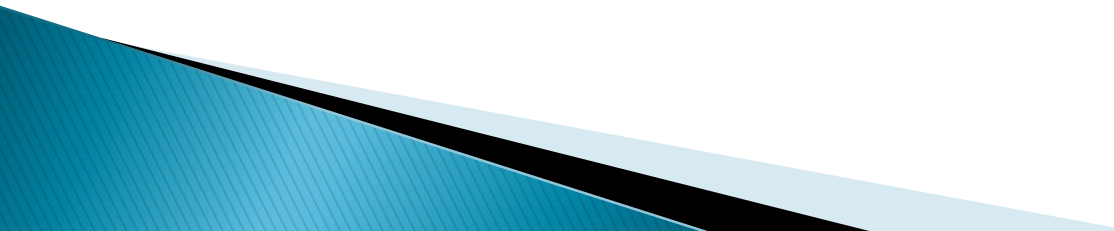


# Projected Findings

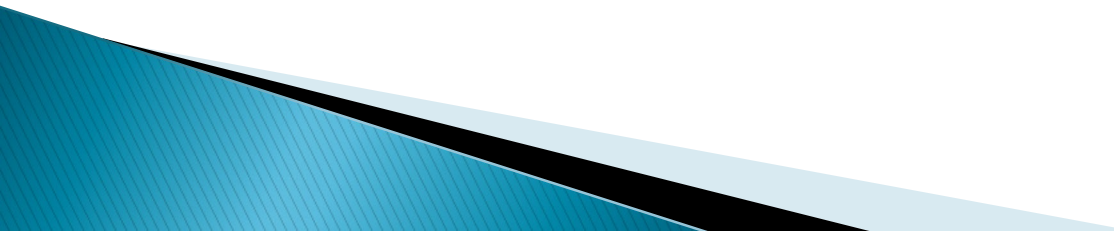
- ▶ and experiences from LPCs that involved stigmas related to COVID-19.



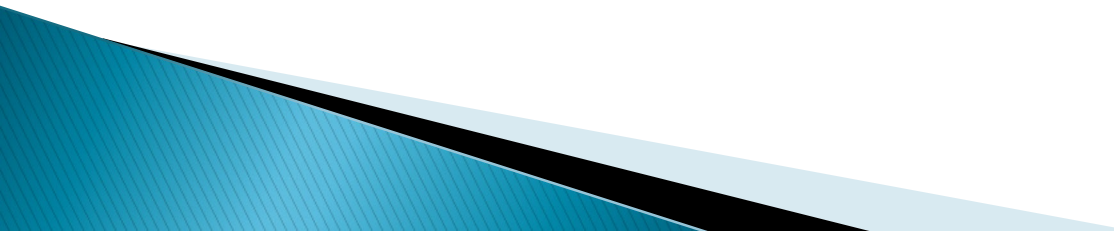
# Projected Findings

- ▶ There may be specific groups of individuals who are likely to experience stigma during the coronavirus pandemic such as;
  - ▶ Racial and ethnic groups such as Asian Americans, Pacific Islanders, and black or African Americans and
  - ▶ Individuals who received positive test results for COVID-19, or recovered from COVID-19 or released from quarantine (CDC, 2020).
- 

# Projected Findings

- ▶ “Emergency workers or healthcare providers;
  - ▶ Frontline workers like grocery store clerks, delivery drivers, or farm and food processing plant workers;
  - ▶ People with disabilities or developmental or behavioral disorders who may have difficulty following recommendations” (CDC, 2020).
- 

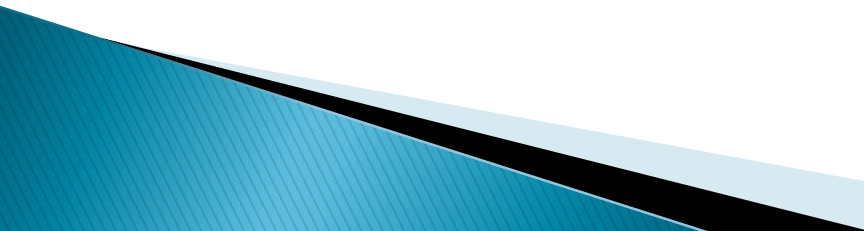
# Projected Findings

- ▶ “people who have underlying health conditions that cause a cough;
  - ▶ People living in congregate (group) settings, such as people experiencing homelessness” (CDC, 2020).
- 

# Projected Findings

- ▶ “People returning from travel,
- ▶ People with the disease and their family and friends” (Mayo Clinic, 2020).

# Projected Findings

- ▶ Individuals who experience stigma may be impacted by:
  - ▶ Avoidance or rejection behaviors of others such as shunning;
  - ▶ Denial of healthcare, education, housing or employment;
  - ▶ Verbal abuse;
  - ▶ Physical violence (CDC, 2020).
- 

# Recommendations

- ▶ Considerations should be given to the medical conditions of persons who have recovered from COVID-19 as they attempt to return to work and day to day activities.

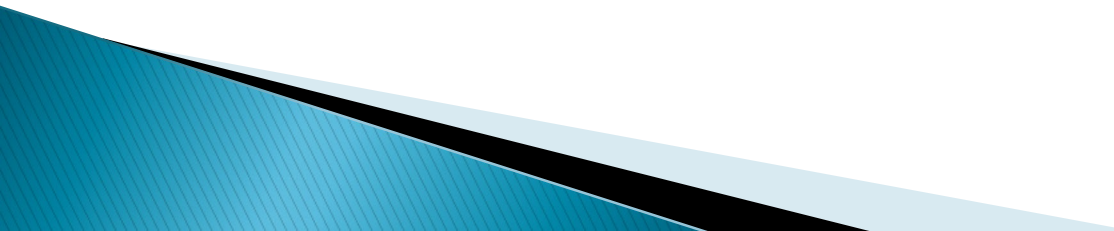
# Recommendations

- ▶ Efforts should be made to reduce the stigma associated with COVID-19 by encouraging people to use the correct terms to refer to these individuals.

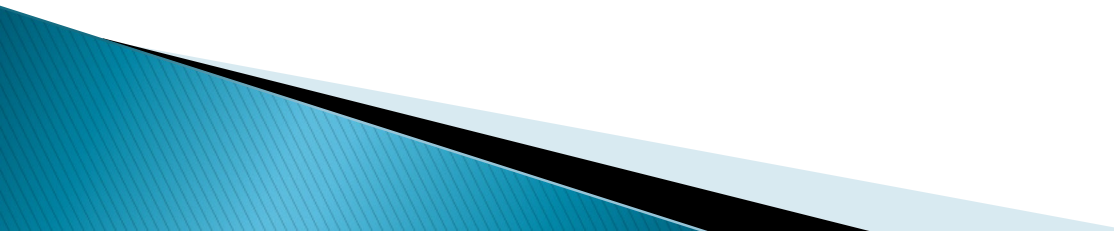




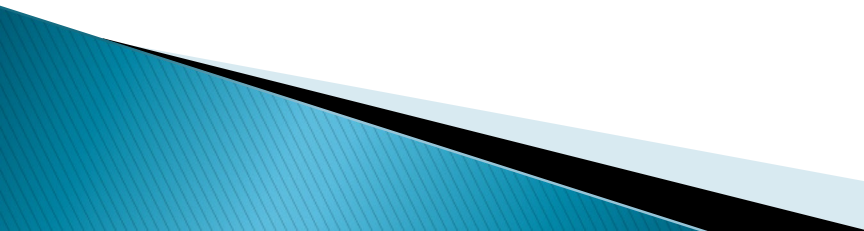
# Recommendations

- ▶ Community leaders and public health officers can work to:
  - ▶ “maintain the privacy and confidentiality of those seeking healthcare and those who may be a part of any contact investigation.
  - ▶ quickly communicate the risk, or lack of risk, from contact with products, people and places” (CDC, 2020).
- 

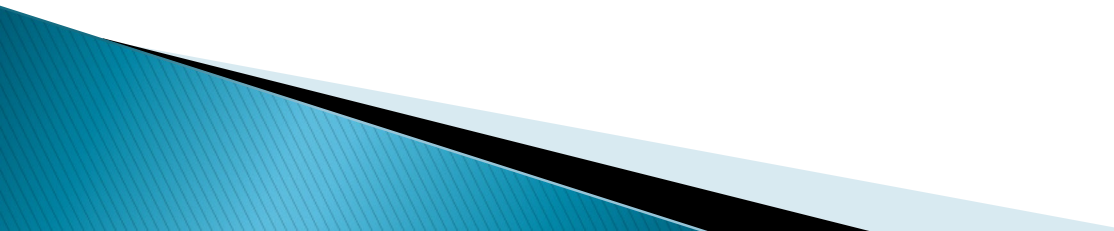
# Recommendations

- ▶ “correct negative language that can cause stigma by sharing accurate information about how the virus spreads;
  - ▶ speak out against negative behaviors and statements, including those on social media;
  - ▶ make sure that images used in communications show diverse communities and do not reinforce stereotypes” (CDC, 2020).
- 

# Recommendations

- ▶ “use media channels, including news media and social media to speak out against stereotyping groups of people who experience stigma because of COVID-19;
  - ▶ thank healthcare workers, responders and others working on the front lines;
  - ▶ suggest virtual resources for mental health or other social support services for people who have experienced stigma or discrimination” (CDC, 2020).
- 

# Recommendations

- ▶ Since Mississippi is one of the states with a large number of people with disabilities (CDC, 2019).
  - ▶ Counselors, employers and employees should be aware of federal regulations that may impact COVID-19 such as the Americans with Disabilities Act and the Rehabilitation Act.
- 

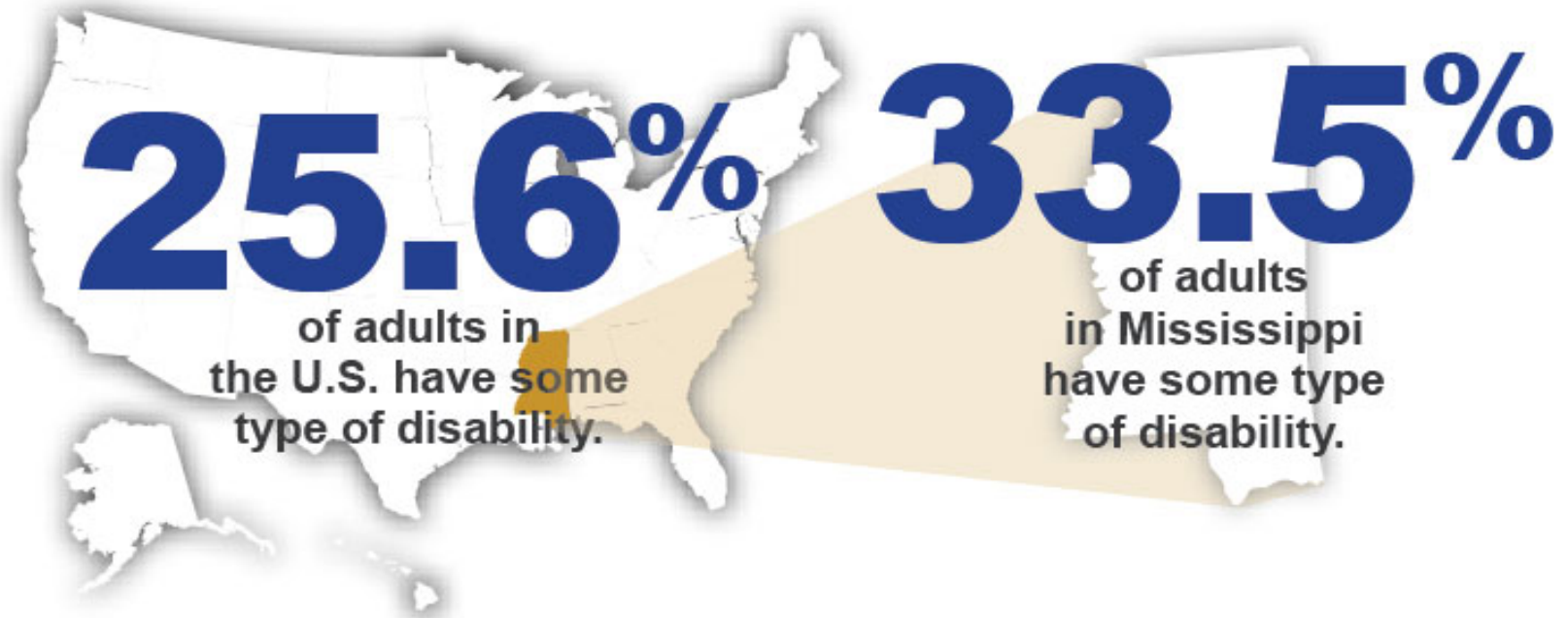
# The Cornell Disability Statistics (2018) for ages 21–64

- ▶ The states with the highest percentage of persons with disabilities are
- ▶ West Virginia 17.3
- ▶ Kentucky 16.2
- ▶ Arkansas 16.1
- ▶ Mississippi 15.8
- ▶ Alabama 14.9
- ▶ Territory
- ▶ Puerto Rico 18.2

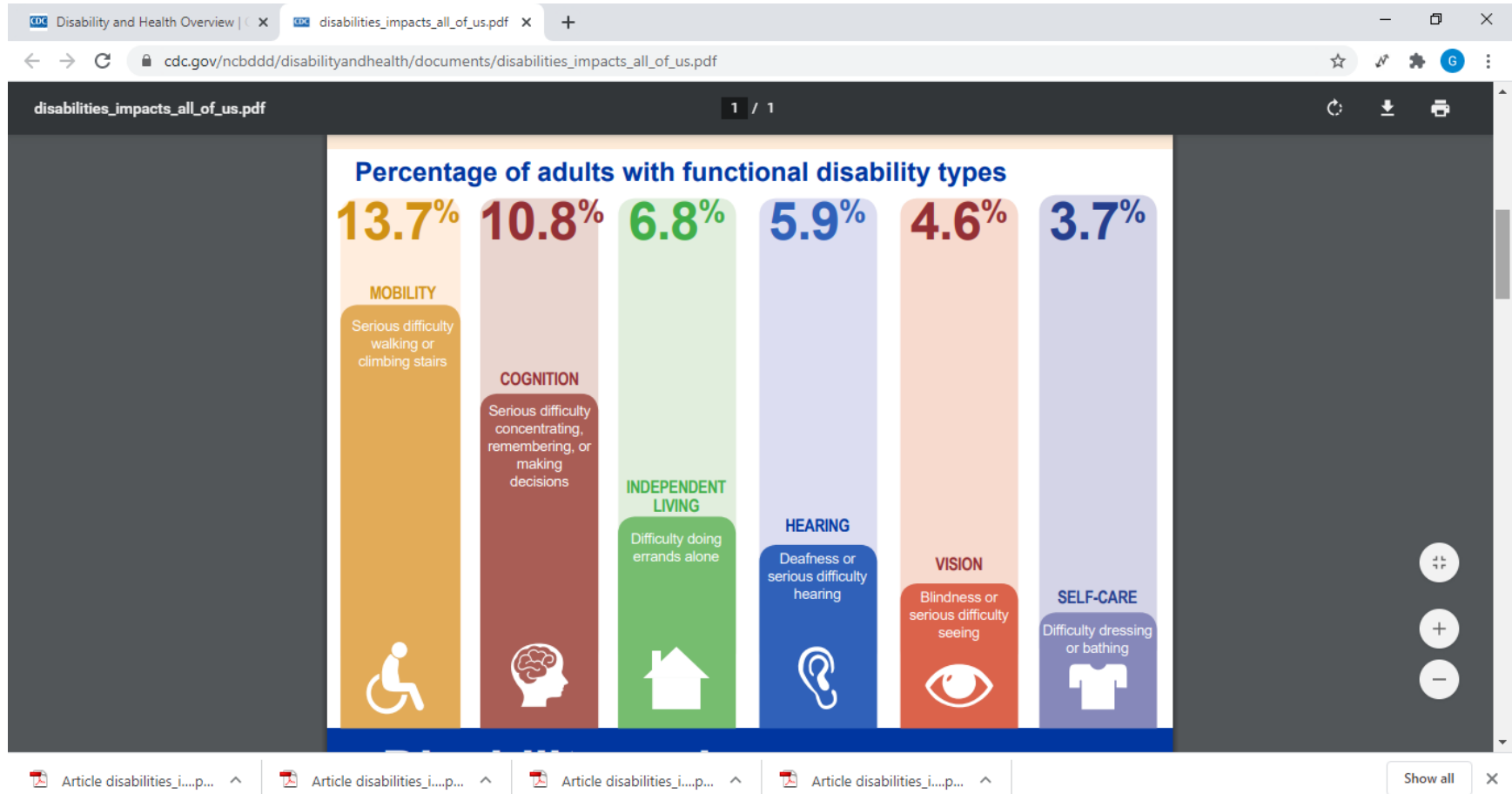
# Disability Data

- ▶ The current population in the United States is
- ▶ 330,337,749 in 2020 (Census.gov).

<https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/mississippi.html>



# Disability Impacts Us All (CDC, 2020)

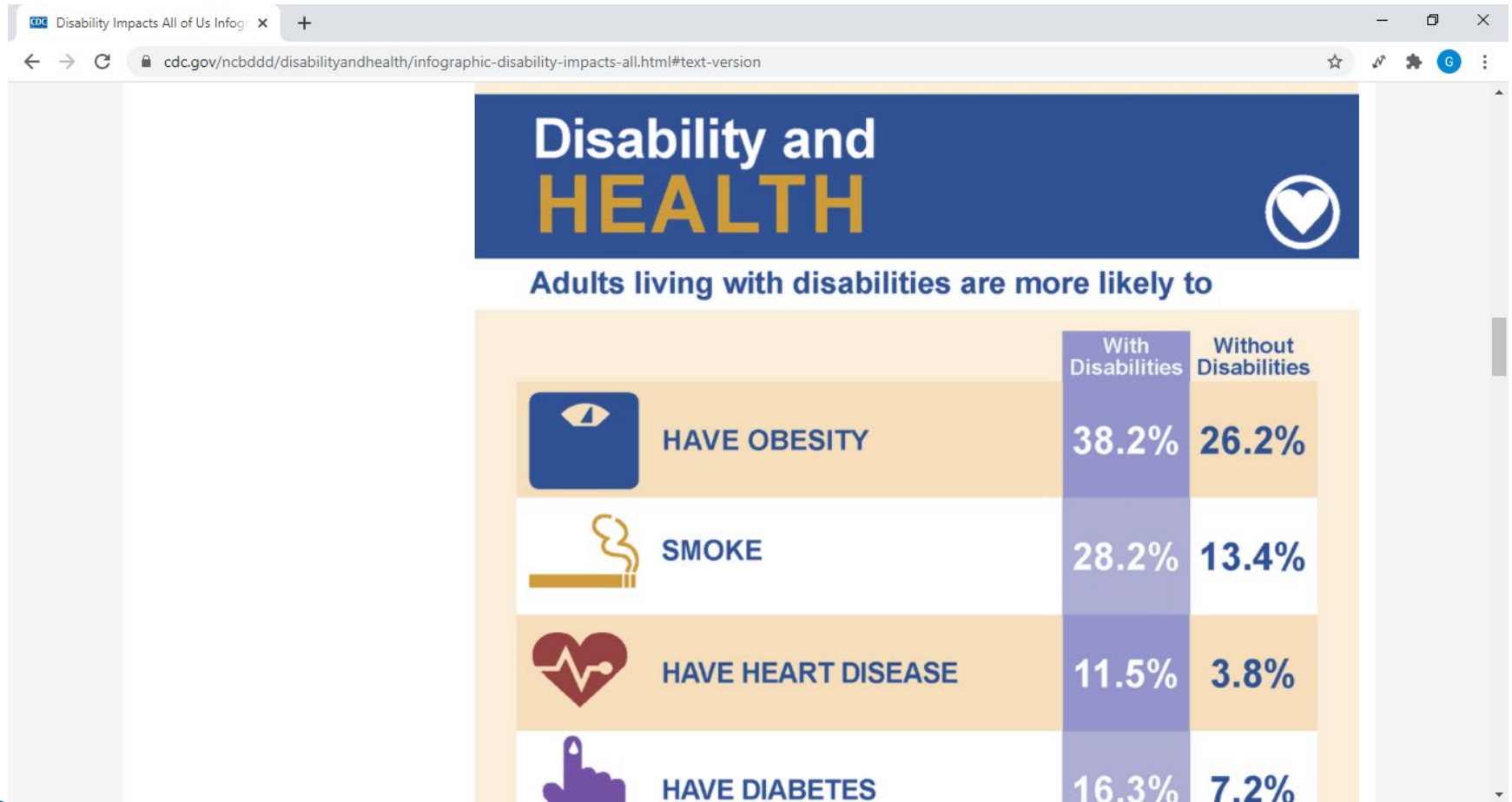




# Disability Impacts Us All (CDC)



# Disability Impact Us All (CDC, 2020)



# Disability Impacts Us All (CDC, 2020)



# Disability Impacts Us All (CDC, 2020)

Disability Impacts All of Us Info x +

cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html#text-version

## PUBLIC HEALTH IS FOR ALL OF US

The infographic features a central orange circle with the text: "Join CDC and its partners as we work together to improve the health of people living with disabilities". This central circle is surrounded by four blue circles, each containing an icon and a strategy: "Promoting Healthy Living" (swimmer icon), "Monitoring Public Health Data" (line graph icon), "Researching & Reducing Health Disparities" (heart with pulse icon), and "Building Inclusive Health Programs" (group of people icon). To the left, another blue circle contains the text "Improving Access to Health Care" with a medical cross icon. The background shows white silhouettes of people of various heights and abilities.

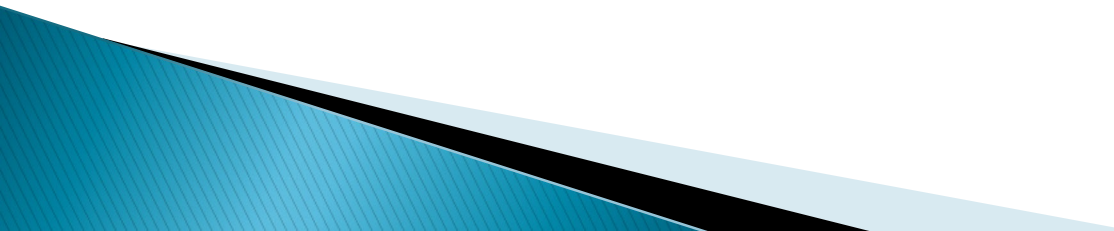
- Promoting Healthy Living
- Monitoring Public Health Data
- Researching & Reducing Health Disparities
- Building Inclusive Health Programs
- Improving Access to Health Care

Join CDC and its partners as we work together to improve the health of people living with disabilities

# <https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/mississippi.html>

- ▶ **U.S.**
- ▶ **Mississippi**
- ▶ **Mobility: Serious difficulty walking or climbing stairs.**
  - ▶ 12.9%
  - ▶ 17.5%
- ▶ **Cognition: Serious difficulty concentrating, remembering, or making decisions.**
  - ▶ 11.4%
  - ▶ 15.6%
- ▶ **Independent living: Difficulty doing errands alone, such as visiting a doctor's office or shopping.**
  - ▶ 7.0%
  - ▶ 11.1%
- ▶ **Hearing: Deafness or serious difficulty hearing**
  - ▶ 5.6%
  - ▶ 6.3%
- ▶ **Vision: Blind or serious difficulty seeing, even when wearing glasses.**
  - ▶ 4.7%
  - ▶ 7.3%
- ▶ **Self-care: Difficulty dressing or bathing.**
  - ▶ 3.8%
  - ▶ 6.1%

# Closing

- ▶ As counselors and other health care practitioners step forward to make adjustments in practice as a result of the coronavirus,
  - ▶ We must remember:
- 



# Closing

- ▶ “You must be the change you wish to see in the world.”
- ▶ Gandhi



# Presenters

- ▶ Dr. Gloria Dansby–Giles, Professor of Counselor Education, Jackson State University, [gloria.f.dansby-giles@jsums.edu](mailto:gloria.f.dansby-giles@jsums.edu)
- ▶ Dr. Frank L. Giles, Professor of Rehabilitation Counseling and Director of the Long Term Training Grant, Jackson State University,  
▶ [Frank.l.giles@jsums.edu](mailto:Frank.l.giles@jsums.edu)