



# GHANA PSYCHOLOGY COUNCIL

## STANDARDS FOR PROVIDERS OF PSYCHOLOGICAL SERVICES

### PREAMBLE

Since the Ghana Psychology Council is mandated to regulate the profession and practice of applied psychology in Ghana. These standards are to be understood to refer to psychological services and training (as opposed to services and training in other professions), even when the adjective “Psychology” is not explicitly used, and psychological service units are intended to be under the larger organizational structure in which they are embedded. Questions of interpretations should be addressed to the Council as they are in respect of the Act 857 (Health Professions Regulatory Bodies Act, 2013).

### PRINCIPLES AND IMPLICATIONS OF STANDARDS

A few **principles** have guided the development of these standards.

These are:

- 1 There should be a single set of standards that govern psychological service functions offered by, psychologist and counsellors, regardless of their specialty or setting or form or

remuneration. All psychologists should be guided by a uniform set of standards just as they are guided by a common Code of Ethics.

- 2 There should be a uniform set of standards governing the quality services to all users of psychological services in both the private and public sectors. Standards should clearly establish minimally acceptable levels of quality for covered psychological service functions regardless of the nature of the users, purchaser or sanctions of such covered services.

All person providing psychological services shall meet minimally acceptable levels of training and experience, which are consistent and appropriate with the function they perform. Responsibility and accountability for services provided by or under supervision of psychologists or professional counsellor must rest with psychologists and professional counsellors who are licensed in Ghana. Those providing psychological services who have lesser or other levels of training should be supervised by a psychologist or professional counsellors to assure that the public receives services of high quality.

- 3 While assuring the user of the psychologist's or counsellor's accountability for the nature and quality of services rendered, standards must not constrain the psychologist and counsellor from employing new methods or making use of support personnel in the delivery of services. The standards here presented have broad implications both for the public who use psychological services.

Standards provide a basis for a mutual understanding between provider and user and facilitate effective evaluation of services provided and outcomes achieved.

Standards are an important step towards uniformity in legislative and regulatory actions involving providers of psychological services and provide the basis for the development of accreditation procedures where appropriate.

Standards for the provision of psychological services influence what is considered acceptable structure, budgeting and staffing patterns within facilities providing psychological services. Systematically applied, standards serve to establish uniformity the minimally acceptable levels of psychological services. They serve to establish effective and consistent basis for evaluating the performance of individual service providers, and to guide the organizing of psychological service.

Standards give specific content to the profession's concept of official principles and provides direction for training models in psychology. Standards require periodic review and revision.

## **DEFINITIONS**

Providers of psychological services refer to the following persons:

- (a) Psychologists: Psychologists are the persons with at least 5 - 8years of psychology education plus one-year internship at an accredited facility and licensed as such by the Ghana Psychology Council.

(b) Counsellors (Professional: Pastoral, Career, Marriage etc.): Counsellors are the persons with at least 3-5 years education in counselling plus one-year internship at an accredited facility and licensed as such by the Ghana Psychology Council.

(c) Para and Lay Counsellors (Pastoral, Career, Marriage Relationship, Addictive diseases etc.)

Para and Lay Counsellors are the persons with at least one to two years education in counselling plus 400 hours of practice at an accredited facility and licensed as such by the Ghana Psychology Council.

(d) Psychologist Assistant: Psychologist Assistants are the persons with at least four (4) years of psychology education and licensed as such by the Ghana Psychology Council.

(b) Persons who carry out psychological services under the supervision of a psychologist.

Psychological services refer to services provided by or under the direction of a psychologist.

Psychological services include one or more of the following:

(i) Psychological evaluation, diagnosis, assessment and interpretation of data concerning the functions of individuals, groups, and organizations in a variety of settings and activities.

(ii) Psychological interventions to facilitate the functioning of individuals, groups, group, organizations. Such interventions may include psychotherapy, counseling, process consultation and research.

(iii) Teaching and /research in psychology and applied psychology.

(iv) Consultation in relation to (i), (ii) and (iii) above.

(v) Programme development of service in areas of (i), (ii) and (iii) above.

(vi) Supervision in the areas of (i), (ii), (iii), (iv) and (v) above.

A Psychological service Unit is the structure through which psychological services are provided.

- (a) A Psychological Services Unit provides predominantly psychological services and is composed of one or more psychologists
- (b) A Psychological service Unit is an autonomous service which may operate independently or as a function of geographic component of a large organizational unit.

### **USERS INCLUDE:**

- (a) Direct users or recipients of psychological services.
- (b) Public and private institutions, facilities or organizations receiving psychological services.
- (c) Third-party purchases- those who pay for the delivery of services but who are not the recipient of services

### **SANCTIONS**

These refer to those users and nonusers who have legitimate concern with the accessibility, timeliness, efficacy and standards of quality attending the provision of psychological services. In addition to the users, sanctioners may include members of the users' family, the court, the probation officer, the school administration, the employer, the union representative, the facility director. Another class of sanctioners is represented by various government, peer reviewers and accreditation bodies concerned with the assurance of quality.

## **STANDARD I: Providers**

1.1 Each psychological service unit/department offering psychological services shall have available at least one psychologist and or professional counsellor and as many more psychologists as are necessary to assure the quality of services offered.

*Interpretation:* The intent of this standard is that one or more providers of psychological services in any psychological service unit shall meet the levels of training and experience of the psychologist as specified in the proceeding definitions.

When a psychologist is not available on a full-time basis, the employer shall retain the services of one more psychologist on a regular part-time basis to supervise the psychological services provided. The psychologist(s) so retained shall have authority and participate sufficiently to enable him /her to assess the needs for services, review the content of services provided and assume professional responsibility and accountability for them.

1.2 Providers of psychological services who do not meet the requirements for licensure shall be supervised by a psychologist (students and interns) who shall assume professional responsibility and accountability for the services provided. The level and extent of supervision may vary from task to task so long as the supervising psychologist retains a sufficiently close supervisory relationship to meet this standard.

1.3 Whenever a psychological service unit exists psychologist shall be responsible for planning, directing and reviewing the provision of psychological services.

*Interpretation:* This psychologist shall co-ordinate the activities of the psychological service unit with other professional, administrative and technical groups both within and outside the facility.

This psychologist, who may be the principal/chief psychologist, director, chief or coordinator of the psychological service unit, has related responsibilities including but not limited to, recruiting qualified staff, directing training and research activities of the service maintaining a high level of professional and ethical practice and assuring the staff members of function only within the areas of their competency.

In order to facilitate the effectiveness of service by increasing the level of staff sensitivity and professional skills, the psychologist designated as director shall be responsible for participating in the selection of staff whose qualifications and skills (e.g. language, cultural and experimental background) are directly relevant to the needs and characteristics of the users served.

1.4 When functioning as part of an organizational setting, psychologists and counsellors shall bring their background and skills to bear whenever appropriate upon the goals of the organization by participating in the planning and development of overall services.

*Interpretation:* Psychologists and/or professional counsellors shall participate in the maintenance of high professional standards by representation on committees concerned with psychological services. As appropriate to the setting, these activities may include active participation as voting and as office holding members on the facility's executive, planning and evaluation boards and committees.

1.5 Psychologists and counsellors shall maintain a knowledge that is current and directly related to the services that they render.

*Interpretation:* Methods through which knowledge of scientific and professional development may be gained include but are not limited to, continuing education, attendance at workshops, participation in staff development and reading scientific publications. The psychologist or counsellor shall have ready access to reference material related to the provision of the psychological services.

Psychologists and counsellors must be prepared to show evidence periodically that they are staying abreast of current knowledge and practices through continuing education.

1.6 Psychologists and counsellors shall limit their delivery of services to those areas of competence as defined by verifiable training and experience.

*Interpretation:* In the event that a psychologist chooses to expand services beyond the range of those usually delivered, the psychologist shall obtain pertinent training and/or appropriate professional supervision.

1.7 Psychologist and counsellor who wishes to change their service specialty or to add an additional area of specialization must meet the same requirements with respect to subject matter and professional skills that apply to post-graduate training in the new specialty.

*Interpretation:* Training psychologist/ and/or professional counsellors to qualify them for change in specialty will be under the auspices of appropriate and accredited institutions that offer postgraduate training in that specialty. Such training should be individualized, due credit being given for relevant course work or requirement that have previously been satisfied. For example, merely taking an internship acquiring experience in a practicum setting is not considered



adequate preparation for becoming a School psychologist when prior training has not been acquired in the relevant area. Fulfillment of such an individualized training programme may be attested by the award of a certificate by the supervising department or professional school indicating the successful completion of preparation in the particular specialty.

## **STANDARD II: Programmes**

### **2.1.0 Composition and organization of a psychological service unit.**

2.1.1 The composition and programmes of a psychological service unit shall be responsive to the needs of the persons or settings served.

*Interpretation:* A psychological service unit shall be so structured as to facilitate effective and economical delivery of services. For example, a psychological service unit serving a predominantly low income, ethnic or racial minority group should have a service program that is adapted to the age, gender, linguistic, experiential and attitudinal characteristics of the users.

2.1.2 A description of the organization of the psychological service unit and its lines of responsibility and accountability for the delivery of psychological services shall be available in written form to staff of the unit and to users and sanctioners upon request.

*Interpretation:* The description should include lines of responsibility, supervision relationships, and the level and extent of accountability for each person who provides psychological services.

2.1.3 A psychological services unit shall include sufficient numbers of professional and support personnel to achieve its goals, objectives and purposes.

*Interpretation:* The work load and diversity of psychological services required and the specific goals and objectives of the setting will determine the numbers of professional and support personnel in the psychological service unit. Where shortages in personnel exist so that psychological services cannot be rendered in a professional manner, the director of the psychological service unit shall initiate actions to modify appropriately the specific goals and objectives of the service.

2.1.4 A psychological service unit shall develop and maintain written statement of its objectives and scope of services.

*Interpretation:* The psychological service unit shall review its objectives and scope of service annually and revise them as necessary to ensure that the psychological services offered are consistent with staff competences and current psychological knowledge and practice. This statement should be distributed to staff, and where appropriate to users and sanctioners upon request.

2.1.5 All providers within a psychological service unit shall support the legal and civil rights. They shall continually be sensitive to the issues of confidentiality of information, the short term and long-term impact of their decisions and recommendations, and other matters pertaining to individual, legal and civil rights.

Concerns regarding the safeguarding of users include but are not limited to issues related to sex, gender and age bias, sexual harassment, problems of self-incrimination in judicial proceedings,

involuntary commitment to hospitals, protection of minors, a legal incompetence, discriminatory practices in employment selection procedures, recommendations for special medication provisions, information related to adverse personnel actions in the armed services and the adjudication of domestic relations, disputes in divorce and custodial proceedings. Providers of psychological services should take affirmative action by making themselves available for local committees, review boards and similar advisory groups established to safeguard the human civil and legal rights of service users.

2.1.6 All providers within a psychological service unit shall be familiar with and be governed by ethical standards of the Council and other official policy statements relevant to standards for providers of psychological services issued by the Ghana Psychology Council.

*Interpretation:* The psychologist responsible for the unit shall ensure that the ethical standards for providers and other such policy documents endorsed by Council will be incorporated into the policy of the service unit and that all providers within the unit shall be governed by these principles. A copy of each of these documents shall be available upon request to all providers of psychological services to users and to sanctioners.

2.1.7 All providers within the psychological service unit/department shall conform to relevant statutes and regulations established by the Council and government of Ghana.

*Interpretation:* All providers of psychological services shall be familiar with statutes regulating the practice of psychology. They shall also be informed about agency regulations that have the force of law and relate to the delivery of psychological services: for example, evaluation for

disability, retirement and special education placement. In addition, all providers shall be cognizant that government of Ghana agencies have policy statements regarding psychological services. Providers of psychological services shall be familiar with these and other statutes and regulations including those addressed to the civil and legal rights of the users which are pertinent to their scope of practice.

2.1.8 All providers within the psychological service unit shall where appropriate, inform themselves about and use the network of services in their communities in order to link users with relevant services and resources.

*Interpretation:* It is incumbent upon psychologists and supporting staff to be sensitive to the broader context of user needs. Where appropriate, providers shall make available information regarding human services such legal aid societies, social services, employment agencies, health resources, educational and recreational facilities when appropriate. The provider of psychological services shall also refer to such community resources and if necessary, actively intervene on behalf of the user.

2.1.9 The providers shall foster a cooperative relationship with colleagues, co-workers.

*Interpretation:* It shall be the responsibility of the psychologist and counsellors to recognize the areas of special competence of other psychologists and of other professionals for either consultation or referral purposes. Providers of psychological services shall make appropriate use of other professional, technical and administrative resources whenever these serve the best interests of the and shall establish and maintain co-operative arrangements with such other resources as are required to meet the needs of users.

## **2.2.0 Procedures:**

2.2.1 Where appropriate, each psychological service unit shall be guided by a set of written procedural guidelines for the delivery of psychological services.

*Interpretation:* Depending on the nature of the setting, provider should be prepared make available a statement of procedural guidelines that can be understood by users as well as sanctioners. This statement may describe the current methods, forms, procedures and techniques being used to achieve the objectives and goals for psychological services. This statement shall be communicated to staff, and when appropriate, to users and sanctioners. The psychological service unit shall provide for the annual review of its procedures for the delivery of psychological services.

2.2.2 Providers shall develop a plan for the delivery of services appropriate to the needs of the user.

*Interpretation:* Whenever appropriate or mandated in the setting, this plan shall be written form to provide a basis for establishing accountability obtaining informed consent and providing a mechanism for subsequent peer review. It is desirable that a plan be developed that describes the psychological services indicated and the manner in which they will be provided.

2.2.3 A psychologist who provides services as one member of a collaborative effort shall participate in the development and provide for its periodic review.

2.2.4 There shall be a mutually acceptable understanding between the provider and user on responsible agent regarding the delivery of service.

*Interpretation:* Varying service settings call for understandings differing in explicitness and formality. For instance, a psychologist/ Professional Counsellor providing services within a user organization may operate within a broad framework of understanding with this organization as a condition of employment. As another example psychologists providing professional services to individuals in clinical, counseling, school or organization settings require an open-ended agreement which specifies procedures and their known risks (if any), costs, and respective responsibilities of provider and user for achieving the agreed upon objectives.

2.2.5 Accurate, current and Pertinent Documentation shall be made of Essential Psychological services provided.

*Interpretation:* Records kept of psychological service may include, but not be limited to, identifying data, dates of services, types of services, and significant actions taken. Providers of psychological services shall ensure that essential information concerning services rendered is appropriately recorded within a reasonable time of their completion.

2.2.6 Providers of psychological services shall establish a system to protect confidentiality of their records.

*Interpretation:* Psychologists/ Professional Counsellors are responsible for maintaining the confidentiality of information about users of services whether obtained by themselves or by those they supervise. All persons supervised by psychologists/ Professional Counsellors, including non-professional personnel and students, who have access to records of psychological services shall be required to maintain to this confidentiality as a condition of employment.

The psychologist/ Professional Counsellors shall not release confidential information, except with written consent of the user directly involved or his legal representative. Even after the consent has been obtained for release, the psychologist should clearly identify such information as confidential to the recipient of the information. If directed otherwise by statute, or regulations with the force of law or by court order, the court psychologist shall seek a resolution to the conflict that is both ethnically and legally feasible and appropriate.

Users shall be informed in advance of any limits in the setting for maintenance of confidentiality of psychological information. For instance, psychologists/ Professional Counsellors in hospital settings shall inform their patients that psychological information in a patients' clinical record may be available without the patients' written consent to other members of the professional staff associated with the patient's treatment or rehabilitation. Similar limitations on confidentiality of psychological information may be present in certain school, industrial or military settings or in instances where the user has waived confidentiality for purposes of third-party payment.

Raw psychological data (e.g. Test protocols, therapy or interview notes, questionnaire returns etc.) in which a user is identified shall be released only with the written consent of the user or legal representative and released only to a person recognized by the psychologists as competent to use the data.

Any use made of psychological reports, records, or data for research or training purposes shall be consistent with the standard. Additionally, providers of psychological services shall comply with statutory confidentiality requirements and those embodied in the ethical standards of

psychologist of the Ghanaian psychological association and Ghana Council of examiners in psychology.

Providers of psychological services should remain sensitive to both the benefits and the possible misuse of information regarding individuals that is stored in organizational data banks, standard and/or computerized. Providers should use their influence to ensure that such information is used in a socially responsible manner.

### **STANDARD III: Accountability**

3.1.0 Psychologist and counsellors shall provide services to users in a manner that is considerate, effective and economical. Psychologists and counsellors are responsible for making their services readily accessible to users in a manner that facilitates the user's freedom of choice.

Psychologist and counsellors shall be mindful of their accountability to the sanctioners of psychological services and to the general public, provided that appropriate steps are taken to protect the confidentiality of the service relationship. In the pursuit of their professional activities they shall aid in the conservation of human, material and financial resources.

The psychological service unit/department will not withhold services to a potential client on the basis of that user's ethnicity, race, colour, religion, sex, age, sexual orientation, or national origin. Recognition is given, however to the following considerations: the professional right of



psychologists to limit their practice to a specific category of user (e.g. children, adolescents, women: the right and responsibility of psychologists to withhold evaluative, psychotherapeutic, counseling or other services in specific instances where considerations of differences between psychologist and client (e.g. ethnicity, race, religion, sex, sexual orientation etc.) might impair the effectiveness of the relationship.

Psychologist and counsellors who find that psychological services are being provided in a manner that is discriminatory or exploitive to users and/or contrary to these standards or to government statues shall take appropriate corrective action which may include the refusal to provide services.

When conflicts of interest arise, the psychological shall be guided in the resolution of differences by the principles set forth in the ethical standards of the Council.

3.1.2 Psychologists and counsellors shall pursue their activities as members of an independent autonomous profession.

*Interpretation:* psychologists and counsellors shall be aware of the implications of their activities for the profession as a whole. They shall seek to eliminate discriminatory practices seek instituted for self-serving purposes that are not in the interest of the user (e.g. arbitrary requirements for referral and supervision by another profession). They shall be cognizant of their responsibilities for the development of the profession, participate where possible in the training and career development of students and other providers, participate as appropriate in the training of psychologists, counsellors, paraprofessionals, and lay practitioners and integrate and supervise

their contributions within the structure established for delivering psychological services where appropriate, they shall facilitate the development and periodic review of, and participate in, professional standards review mechanism.

Psychologists and counsellors shall seek to work with other professionals in the co-operative manner for the good of the user and the benefit of the general public. Psychologists associated with multidisciplinary settings shall support the principle that members of each participating profession shall have equal rights and opportunities to share all privileges and responsibilities of full membership in the service facility and to administer service programmes in their respective areas of competence.

3.1.3 There shall be periodic, systematic, and effective evaluation of psychological services relative to costs in terms of time, money, the availability of professionals, support personnel and user needs.

Evaluation of the efficiency and effectiveness of the psychology services delivery system should be conducted internally and, when possible, under independent auspices.

If is desirable that there be a periodic review of mechanisms to ensure that such evaluations are effective and cost-efficient and do not place unnecessary encumbrances upon the provider nor unnecessary time financial stress upon users or sanctioners.

3.1.4 Psychologists and counsellors are accountable for all aspects of the services they provide and shall be responsive to those concerned with these services.

*Interpretation:* In recognizing their responsibilities to users, sanctioners, third Party purchasers and other providers. Psychologist and counsellors shall make information available about, and provide opportunity for participation in decisions concerning such issues as initiation, termination, continuation, predication, and evaluation of consistent with the user's legal rights and privileged communications. The standard for providers of psychological services of the Ghana Council of examiners in psychology shall also be made available upon request.

Accurate and full information shall be made available to prospective individual or organizational users regarding the qualifications of providers, the nature and extent of services offered and where appropriate, financial and social costs.

Where appropriate, psychologist and counsellors shall inform users of their payment policies and their willingness to assist in obtaining reimbursement. Those who accept reimbursement from the third party should be acquainted with the appropriate statutes and regulations should inform their users of proper procedures for submitting claims and limits on confidentiality claims information in accordance with pertinent statutes.

## **STANDARD IV: Environment**

4.1.1 Providers of psychological services shall promote the development in the service setting of physical, organizational, and social environments that facilitate optimal human functioning.

*Interpretation:* The Ghana Government's requirements for safety, health and sanitation must be observed. Attention shall be given to the comfort and to the privacy of providers and users.

4.1.2 As providers of psychological service have the responsibility to be concerned with the environment of their service unit/department, especially as it affects the quality of service, but also as it impinges upon human functioning in the larger unit or organization when the service unit is included in such a larger context. Physical arrangements and organizational policies and procedures should be conducive to the human dignity, self-respect, and optimal functioning of both users and providers and to the effective delivery of service. The atmosphere in which psychological services are rendered should be appropriate to the service and the setting and to the user.

4.1.3 The psychologist and the counsellor are expected to maintain current knowledge of Government and other agencies statutes, and professional regulations that relate to the delivery of psychological services.

## **PRINCIPLE 4**

- 4.1 A psychologist and all counsellors shall not solicit users in ways that mislead prospective users that disadvantage fellow psychologists/ Professional Counsellors, or that discredit the profession of psychology. Without restricting the generality of the foregoing, the following interpretations are given.
- 4.2 Public statements, announcement of services, advertising, and promotional activities must be factual not include testimonials, nor claim uniqueness or special advantage that is not supported by acceptable and public scientific evidence with full recognition of their limits and uncertainties.
- 4.3 All public statements, announcements of services advertising and promotional activities dealing with the facilities and services of a psychologist/ professional counsellor or of those supervised by a psychologist and counsellor must conform to the requirements of the section dealing with public statements in the code of Ethics endorsed by the Ghana Psychology Council.
- 4.4 A psychologist/ Professional Counsellor will not seek to attract the attention of prospective users by the display of the use of unusual features in the identification of his/her business premises, in telephone listings, in announcement, in brochures and similar materials.  
Appendix A should be consulted for specific restrictions.

4.5 In announcing or advertising the availability of psychological services or products, psychologists/ Professional Counsellors do not display any affiliations with an organization in a manner that falsely implies the sponsorship or certification of that organization. In particular and for example, psychologists/ Professional Counsellors do not offer membership or fellowship in the Ghana Psychology Council or other any associations as evidence of qualification. They do not name their employer or professional associations, unless the services are in fact to be provided by under responsible, direct supervision and continued control of such organizations or agencies.

4.6 Public statements, defined herein to include, but not limited to, communication by means of television, radio, motion pictures newspaper, book, list or directory, shall not contain a false fraudulent, misleading, deceptive or unfair statement; the misinterpretation or misrepresentation of fact; a statement likely to mislead or deceive because in context it makes only a partial disclosure of relevant facts; a statement containing a user's laudatory statements about a psychologist's statement intended or likely to create false or unjustified expectations of favorable results; a statement implying unusual, unique or one of a kind abilities; a statement intended or likely to appeal to user's fears, anxieties or emotions concerning the possible results of the consumer's failure to obtain the offered services; a statement concerning the quality or comparative desirability of the offered services: a statement of direct solicitation of users.

4.7 A psychologist shall not compensate or give anything of value to a representative of the press, radio or television or other communication medium in anticipation of or return for professional publicity in a news item. A paid advertisement must be advertised as such unless

it is apparent from the context that it is a paid advertisement. If the paid advertisement is communicated to the public by the use of radio or television, it shall be pre-recorded, approved for broadcasting by the psychologist/ professional counsellor and a recording of actual transmission shall be retained by the psychologist/professional counsellor.

4.8 Psychologists associated with the development or promotion of psychological devices, books or other products offered for commercial sale make every effort to ensure that announcements and advertisements are prosecuted in a professional scientifically acceptable and factually informative manner.

4.9 Psychologists do not participate for personal gain in commercial announcements on advertisements recommend to the general public the purchase or use of any propriety or single source product or service.

4.10 Psychologists/ Professional Counsellors who interpret the science of psychology on the services of psychologists/ Professional Counsellors to the general public accept the obligation to represent the material fairly and accurately, avoiding misrepresentation exaggeration or superficiality. Psychologists are guided by the primary obligation to aid the public in forming their own informed judgments opinions and choices.

4.11 As teachers, lecturers and facilitators, psychologists/ Professional Counsellors seek to ensure that statements in catalogues and course outlines are accurate and sufficient, particularly in terms of subject matter to be covered, basis for evaluation and nature of course experiences.

4.12 Announcements, brochures or advertisements describing workshops, seminars, or other educational programmes shall accurately represent intended audience and eligibility requirements, educational objectives and nature of the material to be covered, as well as the education, training and experience of the psychologists presenting the programmes and fees involved.

4.13 Public announcements or advertisements soliciting subjects for research, and in which clinical service or other professional services are offered as an inducement are acceptable only when the services are offered at no cost to the subject and make clear the nature of the services and other obligations to be accepted by the human participants of the research.

4.14 Psychologists do not use educational or research activities as a means of soliciting or acquiring users of psychological services.

4.15 Psychologists accept the obligation to correct others who may represent the psychologist's professional qualifications or associations with products or services in a manner incompatible with these guidelines.

4.16 A psychologist/ Professional Counsellor shall not provide or offer to provide therapeutic services to a user who is known or should be known to be receiving services of a related nature from another professional without the notification of the latter unless it is in the user's pressed interest not to make notification of the latter.



4.17A psychologist/ Professional Counsellor does not normally enter into a therapeutic relationship with those whose welfare be jeopardized by a dual relationship, such members of his/her own family, intimate friends, close associates, students.

## **PRINCIPLE 5**

A psychologist or counsellor shall respect the user's right to know the nature of the services to be rendered. Without restricting the generality of the foregoing, the following interpretations are given:

5.1 A psychologist/ Professional Counsellor shall seek an agreement with the user as early as early as possible in the relationship as to the general nature and extent of services to be rendered.

5.2 A psychologist or counsellor shall not claim the utility of a test, device or procedure that cannot be supported as generally accepted profession opinion.

5.3 A psychologist or counsellor shall fulfill the terms or an agreement with a user. Normally services departing from the agreement shall have the informed consent of the user prior to their initiation.

5.4 If requested by a user, a psychologist shall provide information as to the name and location of the governing professional body and make available the code of Ethics, Standards of Practice and other Regulations and Guidelines under which the practice of psychology is conducted.

- 5.5 To the extent advisable and not contraindicated a psychologist shall properly inform a person who has undergone a psychological assessment or his/her legal representative of the conclusions, opinions and advice issuing from the assessment within a reasonable time.
- 5.6 A psychologist or counsellor shall not represent directly, or by implications, any person to be a psychologist who is not a psychologist or counsellor recognized by law (Act 857).
- 5.7 To the extent advisable and not contraindicated, psychologists and counsellors shall supply a certificate or report as requested by a user or his authorized agent within a reasonable time or within the time period agreed upon.
- 5.8 Psychologists and counsellors do not deliberately misrepresent themselves using a title or designation unrelated to the nature of the services they provide or the setting in which they provide them.

## **PRINCIPLE 6**

A psychologist shall respect the user's right to know that fees and charges are to be levied, shall set reasonable fees and collect these with consideration for the welfare of the user. Without restricting the generality of the foregoing, the following interpretations are given:

- 6.1 A psychologist or counsellor shall seek an agreement with a user as early as possible in the relationship as to the method to be used in setting fees and other charges.

- 6.2 A psychologist or counsellor must not knowingly submit a false or misleading account for services.
- 6.3 A psychologist or counsellor must submit promptly an itemized account statement or receipt when refuted by the user.
- 6.4 Users must be advised if a fee is to be charged for a missed appointment which has not been cancelled with an agreed upon time.
- 6.5 Fees must not be levied on the basis of material benefits accruing to the user as the result of services rendered.
- 6.6 Fees shall be based on the account of time spent in rendering services to the user and on the complexity of the services rendered.
- 6.7 A psychologist or counsellors must not require the use of a credit card in payment for services.
- 6.8 A psychologist or counsellor must not charge interest on an account for services except when the user has been notified in advance or except where interest has been granted a judgment of a court.

## **PRINCIPLE 7**

Psychologists shall require that their records and the records of those they supervise are protected and the privacy of the user is safeguarded.

Without restricting the generality of the forgoing, the following interpretations are given:

1.1 A psychologist shall keep systematic dated and legible records for each user served. Copies of all reports and correspondence relating time user will be preserved. Records should include such information as required for the planning, management and monitoring of professional services to the user. See Appendix C for specific requirements.

7.2 A psychologist is responsible for informing users early in their relationship of the limits of confidentiality of the information to be maintained by the psychologist and those he/her supervises.

7.3 A psychologist and those he/she supervises shall make available user name, information or records, as defined in Appendix C only to those professionals who have been to know in order to serve the user. Records will be released only with the informed written consent of the user, or legal representative or guardian with the informed written consent of the user, or legal representative or guardian of the used except as directed by law; these are to be used only in the interest of the user and to be presented in a form which in the judgment of the psychologist is clear and not likely to be misunderstood by the recipient.

7.4 A psychologist will not sign or permit to be issued over his/her name any certificate, report or similar document without ascertaining or taking reasonable measures to determine the accuracy of all its contents.

7.5 A psychologist will not sign or permit to be issued over his/her name any record, certificate, report or similar document that contains a statement known or which ought to be known as false, misleading or otherwise improper.

7.6 A psychologist must also assume responsibility for the preservation and security of user records maintained by himself/herself or by those he/she supervised for a period of at least six years after the date of last entry.

7.7 Where a psychological service discontinues functioning it is the responsibility of the directing psychologist to see that user records are preserved and secured where records must be transferred to another person this transfer should, where possible, be to a psychologist.

7.8 A psychologist shall provide within a reasonable time the original or raw results or data of a psychological assessment to qualified psychologist when requested to do so by a user or the legal representative or guardian of a user.

7.9 If directed by written request, a psychologist shall report within a reasonable time to individuals designated by the user guardian or legal representative an account of services rendered together with such findings, conclusions and opinions that appear to be in the best interest of the user.

## **PRINCIPLE 8**

A psychologist shall not seek special benefit or advantage from relations with a user.

Without restricting the generality of the foregoing, the following the interpretations are given:

8.1. A psychologist shall not use or attempt to use information received from a user to directly or indirectly acquire advantage or material benefits.

8.2 A psychologist or counsellor shall not persuade a user to make gifts or contribution to him/her or to institutions, organizations or charities in which he/she has a direct interest.

8.3 A psychologist or counsellor shall not accept a gift of more than token value from a user.

8.4 A psychologist or counsellor shall not have sexual relation with a user.

8.5 A psychologist or counsellor shall not charge a fee to a user who is entitled to his or her services free of charge unless the user has been made aware by the psychologist or counsellor of comparable free of charge services.

# APPENDIX

## Appendix A

### 1. Professional Cards.

These shall contain no more than the following:

- (a) The name of the psychologist or counsellor.
- (b) The highest earned academic degree or where a doctoral degree has been earned, the prefix “Doctor” or “Dr” but not both degree or PhD and prefix.
- (c) The designation “Psychologist” or Psychologist (Candidate Register)”.
- (d) Diplomat’s status.
- (e) The name of a partnership in academic with the restrictions set out in Appendix B.
- (f) A suitable vocational designation.
- (g) The address, telephone number.
- (h) Where psychologist is employees of a corporation or other sponsoring institution the name and crest or symbol of the sponsoring institution.

### 2. Telephone Directory Listings.

The following restrictions will be observed:

- (a) The telephone directory listing does not contain any reference to qualifications apart from b, c and d above.
- (b) Where a practice is limited to certain areas of psychological service, a brief statement of a recognized field may be included in the listing.

- (c) The listing does not contain anything indicative or suggestive of a group name or organization except that partnerships may be employed as indicated in Appendix B.
- (d) In the write pages the listing is:
  - (i) Of light or dark regular type
  - (ii) Only on alphabetical listing according to the psychologists. Surname and where the practice involve a partnership according to the name of the first appearing partner.

### **3. Identification of/Business Premises**

The following restriction will be observed' door plates, listings on building directories and exterior signs on the premises where the psychologist actually practices shall be modest and in good state.

### **4. Mailed Announcement Cards**

- (a) Information properly contained in a professional business card.
- (b) Where the practice is limited to particular areas of application, a brief statement of a recognized area(s) of specialty' may be employed.
- (c) An appropriate presentation of fee information
- (d) office hours
- (e) Language spoken
- (f) policy with regard to third party payments.



## **Appendix B**

### Acceptable Titles or Listings

Psychological service units organized within a partnership may use one of the following alternatives:

(a) listed as individuals under the name shown on the certificate of registration issued by the governing professional body together with an acceptable form of vocational designation.

(b) A partnership title containing only:

(i) the surnames or full names of two or more actual and active partners or

(ii) where there are three or more actual and active partners, the surname or the full names of one or more such partners plus the term “and associate” or “and associates” depending on the number of partners whose names are omitted from the partnership title or a partnership title as above with and individual listing of psychologists meet the foregoing requirements

## **Appendix C**

### 1 Records

2 The records require to be made in respect of each user shall contain not less than: (a) the user's name, address and telephone number, if any:

(b) any source of referral:

(c) each date on which the psychologist sees the user or authorized agent and an indication of the length of each such contact:

- (d) particulars of each investigation by the psychologist or investigations ordered by him, and the results of each investigation:
  - (e) the advice given to or regarding the user and an indication of the recipient of such advice:
  - (f) a copy of any report which is prepared in respect of the user; each intervention procedure used or prescribed by the psychologist, and
  - (g) The fees and charges where applicable.
2. in the event where the use of concealment in a research study becomes necessary satisfy themselves, after careful study, that no other procedure or means is available and that the research in question is for reasonable value to psychological theory and/practice.
  3. In conducting research, respect the right of participants either to refuse to participate in the research or to withdraw from the research at any time. Such participants may include students, clients or employees under the psychologists.
  5. In conducting research that is likely to cause physical, mental or emotional discomfort to participants, inform them within a reasonable period of time to the commencement of the research of such possibilities. They shall also do everything possible to prevent or minimize such discomfort. The psychologists shall be responsible for any adverse effect(s) of the research on the participants even if the participants voluntarily agree to take part in the research.

6. Hold in utmost confidentiality, information obtained about participants in a research study, such information may only be made available to others with the prior consent of the participants.