PHILIPPINE SOCIAL WORK CODE OF ETHICS AND ETHICAL STANDARDS

I. PREAMBLE

We, the Filipino Social Workers, subscribe to the definition adopted by the International Federation of Social Workers (2014) that "social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people." We adhere to the primary mission of the social work profession which is to restore, promote, and transform the social well-being of individuals, groups, and communities, while simultaneously advancing social change and transformation within the country, transcending to the global community.

We believe in the values and principles of social, economic, cultural, and environmental justice; human rights; collective responsibility; and respect for all forms of diversities. We commit to promoting equitable, inclusive, and sustainable social change; social welfare; social development; and the empowerment of people, particularly those at the margins. We are sensitive to cultural and ethnic diversities and we strive to end discrimination, oppression, poverty, and other forms of social injustice based on sexual orientation, gender identity and expression and sex characteristics (SOGIESC), ethnicity, faith, class, and social status, among others. We seek to enhance the capacity of people to address their own needs and to promote the responsiveness of organizations, communities, and other social institutions to each individuals' needs and social problems. We believe that these activities may be in the form of direct practice, community organizing, supervision, consultation, social work counseling, administration, advocacy, social and political action, policy development and implementation, education, research, and evaluation.

II. PURPOSE OF THE PHILIPPINE SOCIAL WORK CODE OF ETHICS

The Social Work Code of Ethics serves as the principal framework by which the profession's values, principles and standards, as well as its beliefs and commitments, are articulated to define and guide the social workers' professional conduct. It aims to:

a. **Define** the responsibilities and expectations for the ethical conduct of social workers for themselves, their colleagues, the agencies or

the organizations that they are a part of, their clients, the profession itself, the duly accredited integrated professional organization, and the society as a whole;

- Demonstrate how social work values are linked to beliefs and commitments and to ethical principles and standards that guide the social workers in their conduct in order to maintain a professional social work practice;
- c. **Inspire** social workers to strive for the ideals to which the profession aspires to and to do what is ethical and honorable;
- d. **Empower** social workers in making informed and ethical decisions, particularly when confronted with professional ethical dilemmas:
- e. **Inform** the general public of the standard ethical behavior and conduct which they can hold social workers accountable to;
- f. **Enforce** the standards for adjudicating ethical complaint/s filed against social workers; and
- g. **Guide** the profession in developing, maintaining, and/or transforming a dynamic social work practice that is responsive to the changing human conditions relative to the present and future trends and directions of professional practice.

III. THE PHILIPPINE SOCIAL WORK VALUES

The Social Work Code of Ethics stresses the congruence between the professional core values and the Filipino cultural values in effecting a contextual, competent, and ethical social work practice. These Filipino social work values are articulated herein with the objective of aligning them with the core values of the social work profession at the global level while at the same time, highlighting the unique, diverse, and nuanced expressions of these values in various social work practice settings in the Philippines.

These values permeate the everyday life of the Filipino – in their identity, traits, behaviors, and aspirations – and these are what guide the social work practice through their expression in the following:

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- a. *Kapwa* or shared identity the nexus of all the core Filipino values;
- b. *Pakiramdam* or shared inner perception the pivotal interpersonal value;
- c. *Kagandahang-loob* or shared humanity a linking socio-personal value;
- d. *Pakikisama and pakikipagkapwa* or smooth interpersonal relationship (SIR) the accommodative surface values;
- e. *Lakas ng loob* or courage; *pakikibaka* or collective struggle for a social and political cause; and *padayon* or moving forward the confrontative surface values;
- f. *Karangalan* or dignity; *katarungan* or justice; and *kalayaan* or freedom the societal values;
- g. *Bayanihan* or communal unity and the spirit of heroism these are based on our patriotism and love of our fellow human beings and willingness to act alone, with others, or as a community (whether locally, nationally, or internationally) in times of need.

Ethical social work practice must relate the social work core values of service, social justice, dignity and worth of the person, professional integrity, competence, and importance of human relationships with the core Filipino values from which all social work ethical principles emanate.

The blending of Filipino and professional core values becomes more effective, relevant, and contextualized when applied to ethical social work practice. The Social Work Code of Ethics identifies the following social work core values that are merged with Filipino values and which serve as the basic tenets of the profession's competency and ethical practice standards:

- a. Service (*kawanggawa/paglilingkod*) or collective and purposeful provision of social service;
- b. Social justice and equality (*katarungan at pagkakapantay-pantay*), human rights (*karapatang-pantao*), and freedom (*kalayaan*) are propelled by Filipino societal values and the right to self-determination and inclusive participation, without being limited to gender, vulnerable groups, and indigenous groups;

- c. A person's dignity and self-worth are reinforced by distinct ways of showing respect for shared identity or inner self (*kapwa*), demonstrating humaneness at the highest level, and manifesting a unique moral obligation of treating one another as co-equal;
- d. Sense of spirituality or lived human experiences with an inner sense of meaning and gratitude or affiliation with an organized practice of faith/religion;
- e. Personal and professional integrity (*dangal* or *karangalan*), honor, dignity, self-awareness, and objectivity, propelled by a shared inner perception (*pakiramdam*);
- f. Cultural competence (*pangkulturang kakayahan*) is the ability of the person to understand, be sensitive to, be aware of, become responsive to, and be inclusive of cultural diversity and difference:
- g. Human relationships at the levels of the individual, family, and community are propelled by the value of altruism, shared humanity or a genuine act of generosity (*bayanihan spirit*), kindness, and caring characteristics of compassion (*kagandahang-loob*) as an innate component of empathy; and
- h. Resilience (*katatagan*), perseverance, and patience (*tiyaga*).

All social work practices must be anchored on the following professional core values from which ethical principles emanate:

Value: Commitment to Professional Service

Ethical Principles:

- a. Commitment to empower clients' capacity to help themselves;
- b. Respect for clients' self-determination;
- c. Provision of rights and need-based social services;
- d. Use of professional judgment as a basis for the provision of strength-based social services; and
- e. Practice of professional responsibility and accountability.

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Value: Social Justice and Human Rights

Ethical Principles:

- Respect for human diversity in an inclusive society, for gender equity and equality, and for the potentialities inherent in a human being;
- Equitable distribution and enjoyment of resources from both the
 government and the private sectors which serve as duty bearers to
 jointly promote social justice and ensure political, economic, and
 social well-being of all people all towards their personal and
 social fulfillment:
- c. Right to self-determination and participation, in recognition of each person's natural and social rights, capacities, and responsibilities to develop one's full potential as a human being; and
- d. Right to challenge all forms of discrimination, exploitation, and oppression.

Value: Dignity and Worth of the Person

Ethical Principles:

- Respect for the dignity and worth of the person as a bio-psychosocial-spiritual being within the context of his/her socio-economicpolitical and cultural environments;
- b. Acceptance of the person's historical and cultural past, personal barriers, and challenges; and
- Recognition of the person's inherent or innate strengths, potentials, and capacities thereby affirming his/her individuality and identity.

Value: Personal and Professional Integrity

Ethical Principles:

- a. Conscious use of professional self;
- b. Dignity and honor;
- c. Self-awareness and objectivity;
- d. Non-discrimination;
- e. Non-judgmental attitude;

- f. Empathy or shared inner perception and trust; and
- g. Transparency and accountability.

Value: Resilience and Perseverance

Ethical Principles:

- a. Steadfastness and patience;
- b. Capability and potential to overcome adversities;
- c. Presence of the individual's own inherent strength, internal locus of control, and willpower to act upon any situation;
- d. Ability to adapt to changing internal and external environments;
- e. Capability to transition to and transform towards positive personal and social change; and
- f. Ability to recognize the individual's hope and intrinsic motivation as resilience factors.

Value: Spirituality or Sense of Meaning

Ethical Principles:

- a. Belief in a Supreme Being or in how the person defines or exercises faiths and beliefs;
- b. Belief in the basic goodness of the person;
- c. Practice of altruism; and
- d. Respect for cultural beliefs, including and regardless of superstitious beliefs, connecting nature with the environment, based on historical lived experiences.

Value: Competence

Ethical Principles:

- a. Competence-based education, continuing professional development, career, and lifelong learning;
- b. Ethical application of theory-practice/practice-theory praxis and evidence-based interventions;
- c. Sharing and transfer of expertise through effective supervision to build capabilities of second-liners;

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- d. Demonstration of analytical ability, critical thinking and selfreflection, and correction; and
- e. Professional self-care, and adherence to health and safety protocols;

Value: Importance of Human Relationship

Ethical Principles:

- a. Dynamic interplay of a genuine act of generosity with a sense of gratitude;
- b. Compassion, caring, and kindness;
- c. Spirit of communal unity;
- d. Effective, open, and diplomatic interpersonal communication;
- e. Respect, authenticity, and empathy; and
- f. Participatory and collective decision-making.

Value: Dynamism in Personal, Family, and Community Life

Ethical Principles:

- a. Respect for privacy and confidentiality;
- b. Respect for family traditions, rituals, as well as diverse and evolving family structures; and
- c. Patriotism and involvement in socio-cultural and political causes.

Value: Use of Technology and Social Media

Ethical Principles:

- a. Responsible use of confidential information to benefit clients;
- b. Appropriate use of technology and social networks for efficient and effective delivery of social services;
- c. Safeguarding the integrity of electronic records and privileged information:
- d. Accountable and careful use of technology when obtaining client consent before, during, and after delivery of social service;

- e. Proper use of technology and technological devices on clients with disability concerns (i.e. language, speech, and social communication); and
- f. Adherence to relevant laws such as, but not limited to, the Data Privacy Law and Freedom of Information Law, in the management and utilization of any data and information in the course of social work practice.

IV. ETHICAL STANDARDS OF PROFESSIONAL CONDUCT AND BEHAVIOR

Social workers adhere to ethical standards as they perform various activities in relation to: (a) the practice of their profession; (b) their relationship towards their colleagues; (c) their association with their clients; (d) practice-setting; (e) how they act as professionals/themselves; and (f) their connection with the broader society/public.

A. Social Workers' Ethical Responsibilities to the Social Work Profession

1. Integrity of the Profession

- a. Social workers must conduct themselves in a manner consistent with the philosophy, principles, values, ethics, and beliefs of the social work profession; and should work towards the maintenance and promotion of high standards of practice, as stipulated in this Code of Ethics and Ethical Standards.
- b. During their official registration ceremony, social workers must take an Oath of Commitment to adhere to and live up to the Philippine Social Work Code of Ethics and Ethical Standards. They must also keep a copy of this Code, to be provided by the Accredited and Integrated Professional Organization (AIPO), as a reference document in their professional practice.
- c. Social workers must, at all times, act with honesty, moral uprightness, openness, transparency, and reflexivity in all professional transactions with colleagues, clients, and the public.

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- d. Social workers must lean towards professional advancement for self-development, lifelong learning, and societal progress that contribute to the knowledge-base of social work such as, but not limited to, career progression and specialization, technological advancement, and knowledge enhancement related to practice, research, and ethics.
- e. Social workers must use their professional expertise to promote respect for the integrity and competence of social workers and to protect the integrity of the social work profession.
- f. In the practice of their profession, social workers must use research and knowledge with a sense of accountability and responsibility. They must also be open to constructive criticism.
- g. Social workers must immediately respond and must be ready to contribute their time and professional expertise when called upon to render professional services, especially in times of emergencies.
- h. Social workers must act to prevent the unauthorized and unqualified practice of social work, and immediately report to appropriate authorities, through channels, any violations of ethical standards.
- i. For their personal and professional welfare, social workers must be active members of duly organized and constituted professional associations.

2. Evaluation and Research

Research activities must take into account the ethical considerations with regards to the field of expertise of a social work-researcher and the research participants' rights in terms of consent, participation, and withdrawal.

- a. Social workers must ensure that the conduct of research activities complies with ethical considerations and standards, specifically the "do-no-harm principle."
- b. Social workers must obtain voluntary and written informed consent or voluntary withdrawal from participants with utmost regard to their well-being,

- privacy, and dignity.
- c. Social workers must ensure the responsible use of appropriate electronic technology, e.g., informed consent, participant's capacity/readiness on the use of technology, and availability of alternatives, among others.
- d. Social workers must adhere to the provisions of Republic Act 10173 (Data Privacy Law of 2012) and other applicable data privacy guidelines to ensure the accuracy, validity, and reliability of research methodologies used in the conceptualization, data collection and analysis, as well as in the dissemination of results.
- Social workers must avoid and/or declare conflicts of interest and dual relationships with participants and/or any personal interests.
- f. Social workers must ensure that researches that will involve human participants (most especially those belonging to high-risk clientele populations such as children, women, older persons, persons with disabilities, people from indigenous communities, people of diverse SOGIE, victims-survivors of violence, abuse, exploitation, and others) will undergo an ethical review process by an independent and accredited Institutional Ethics Review Board or by the Ethics Review Committee of their respective agencies or institutions.

B. Social Workers' Ethical Responsibilities to Their Colleagues

1. Respect

- a. Social workers must treat their colleagues, and those from other professions, with respect and accurately represent and protect the qualifications, views, and obligations of their colleagues.
- Social workers must not use unwarranted criticism in all forms of communication (i.e., verbal, written, and electronic communications with colleagues and other professionals). These may include, but are not limited

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to, demeaning comments/statements on colleagues' level of competence or individuals' attributes such as ethnicity, sexual orientation, gender identity or expression, age, marital status, political belief, religion, and mental or physical ability/limitations.

2. Confidentiality

- Social workers must safeguard confidential information shared by colleagues in the course of their professional relationships and transactions.
- b. Social workers must be responsible in sharing confidential information to authorized persons within the bounds of the law.

3. Interdisciplinary Collaboration and Consultation

- a. In sharing their expertise necessary to the effective provision of their services, social workers must acknowledge, respect, and collaborate with other professionals in a multi-disciplinary and collegial manner.
- b. When participating and contributing to collegial decisions affecting the well-being of clients, social workers must apply their perspectives, values, and experiences within the bounds of their profession. Respect for professional boundaries must be observed and the social workers' contributions to the multidisciplinary teams must be duly recognized and acknowledged.
- c. For matters outside the domain of their profession, social workers must consult and seek other professionals and not rely on their own decisions or judgment.
- d. Social workers must resolve disagreements, ethical dilemmas, and concerns between and among their social work colleagues and other professionals through appropriate channels. When needed, other avenues may be sought putting in mind the best interest of the client.
- e. In the spirit of fairness and social justice, social workers must manage conflicts involving power disputes between employer/s and colleagues, or social workers

and clients, in a non-exploitative manner.

4. Sexual Harassment / Sexual Relationships

- a. Social workers must adhere to the provisions of Republic Act 11313 (Safe Spaces Act of 2019) at all times, and not commit any form of gender-based sexual harassment against any person in the workplace, on the streets, or in public or online spaces.
- b. Social workers must not use or wield any form of power to oppress, malign, demean or marginalize any person and engage in other actions that violate the provisions of the Republic Act 11313 and other related laws.

5. Competence and Ethical Conduct of Colleagues

- a. Social workers must, at all times, conduct themselves with competence and professionalism and take adequate measures to discourage, prevent, and correct the unethical conduct of colleagues, including unethical use of technology.
- b. In cases of allegations of incompetence, professional misrepresentation, and impairment of colleagues adversely affecting the conduct of their social work functions, social workers must communicate through proper channels for appropriate action.

6. Support to Social Work Colleagues

- a. The Accredited Integrated Professional Organization (AIPO) and other professional organizations must facilitate the development of support mechanisms and promote capacitybuilding programs to ensure professional competence and integrity of the social work practice.
- b. The AIPO and other professional organizations must: (a) support and promote advocacies and initiatives for the welfare and well-being of

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social workers and their profession, (b) ensure responsible engagement and participation in social action, and (c) launch other activities that will guarantee effective service-delivery and improved working conditions for social workers.

C. Social Workers' Ethical Responsibilities to Clients

1. Commitment to Clients

Social workers must promote the holistic well-being and interests of their clients while upholding their rights, entitlements, and privileges based on the profession's core values of social justice, human rights, and empowerment.

2. Self-Determination

- a. Social workers must accept their primary responsibility and accountability to clients while respecting their right to self-determination and participating in activities that will contribute to their growth and development processes.
- b. Social workers must act appropriately in cases where the client is unable or incapable of making informed decisions due to mental illness and chronic medical conditions; engage the family and next of kin to make informed decisions; and in their absence, apply the law of the state.

3. Competence

- a. Social workers must practice and represent themselves only within the bounds of their professional qualifications and expertise (i.e. education, training, license, consultancy, and other relevant professional experiences) to ensure professional competence and clients' welfare.
- b. Social workers must be articulate and adept in the use of technology within the bounds of the ethical, legal, and technical requirements of the profession's helping process and provision of social services.

4. Diversity and Difference

Social workers must understand and must be responsive to cultural and social diversity, issues of oppression (relating to ethnicity; sexual orientation; gender identity, expression, and sex characteristics; political belief; religion; mental or physical ability; migration status), as well as the impact of these to clients and their environment.

5. Conflict of Interest and Data Privacy

- a. Social workers must avoid conflicts of interest that may interfere with their professional judgment. In cases where conflict of interest may occur, the social worker must protect their clients' interests by disengaging from the professional relationship with proper referral of the client. Conflict of interest may occur in any of, but may not be limited to, the following situations:
 - Engaging clients in social networking sites or other electronic media platforms;
 - Entering into any business transactions with clients;
 - Entertaining personal favors from relatives/ friends;
 - Exercising political influence/calling in political favors
 - Other related circumstances which are disadvantageous to the client.
- b. Social workers must strictly adhere to the provisions of Republic Act 10173 (Data Privacy Act of 2012) and other relevant data privacy rules and regulations to protect the interest and welfare of their clients. An example is to refrain from posting personal information on social media websites or other media platforms that might cause boundary confusion and inappropriate dual relationships that are detrimental to the clients' welfare.
- c. With utmost care, social workers must manage and safeguard their clients' records consistent with social work regulatory laws and other applicable laws

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governing records. Confidentiality and protection of clients' privacy must always be ensured.

6. Professional Boundaries

- a. Social workers must maintain a professional clientworker relationship at all times (e.g., must not engage in a consensual relationship).
- b. Social workers must strictly adhere to the provisions of Republic Act 11313 (Safe Spaces Act of 2019) in all their dealings with clients.
- c. Social workers must use accurate, culturally-sensitive, inclusive, gender-fair, and respectful language at all levels of communication with clients.
- d. Except for legally authorized professional fees or organizational agreements, social workers must avoid accepting gifts and soliciting any form of favor from clients as payment or gestures of gratitude in exchange for services rendered.

D. Social Workers' Ethical Responsibilities to Practice Setting

1. Social Workers' Commitment to Employer

- Social workers must adhere to, honor, and commit to the agency's vision, mission, goals, and mandates.
- b. Social workers must strive to contribute to the improvement of agency policies and programs for efficient and effective delivery of services.
- c. Social workers must contribute to the creation of an empowering, strengths-based, and non-discriminatory social environment that is aligned with, but are not limited to, existing labor laws and standards.
- d. Social workers engaged in fieldwork supervision must ensure that the agency provides a conducive environment and facilitative conditions for the training and development of social work-supervised field instructions for social work students.
- e. Social workers must ensure the effective, efficient,

and judicious use of agency resources and funds for effective and efficient service delivery to clients as well as to the social workers' continuing professional growth and development as provided for by the Continuing Professional Development Act of 2016.

2. Social Work Supervision and Consultation

- a. Social workers must use supervision and consultation competently, guided by necessary knowledge and skills based on their expertise. Clear, appropriate, and culturally-sensitive boundaries must also be set.
- b. Social workers must supervise and evaluate a supervisee's performance based on measurable key performance indicators and recommend actions to improve his/her work performance.
- c. Social workers must advocate self-care as an integral part of supervision and mentorship of interns, employees, and agency volunteers.

3. Social Work Education and Training

- Social work education, including Supervised Field Instruction, must be handled by a qualified Registered Social Worker, as prescribed by government regulations such as the Commission on Higher Education (CHED) Memorandum Order (CMO) No. 39, series of 2017.
- b. Social workers who act as Field Instruction Supervisors must:
 - b.1 Evaluate the performance of social work field instruction students based on the Policies, Standards, and Guidelines for the Bachelor of Science in Social Work (BSSW);
 - b.2 Strictly adhere and comply with the Data Privacy Act of 2012 and the Safe Spaces Act of 2019 as an integral requirement of agencies and school policies and guidelines; and
 - b.3 Participate in and implement a self-care program for students as part of the social work field instruction program.

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- c. Contribute to the design, implementation, and evaluation of the social work field instruction program and in identifying appropriate learning expectations that will equip and enable the Field Instruction students to develop their competencies in generalist social work and community practice and establish their professional identity as a beginning social worker.
- d. Provide judicious, constructive, and non-exploitative social work supervision and training to students as well as culturally-safe, gender-responsive and inclusive capability-building opportunities that meet the needs of social workers with diverse cultural backgrounds, religions, SOGIE, and disabilities.

4. Social Work Continuing Professional Development (CPD)

- a. Social workers who serve as executives and administrators must:
 - a.1 Include CPD in the human resource and development mandate or policy of the agency towards career advancement and progression;
 - a.2 Provide sufficient financial support and budget for the CPD activities of all social workerpersonnel;
 - a.3 Develop and support in-house formal and nonformal continuing staff development programs for all social worker-personnel; and
 - a.4 Include CPD accomplishment as a basis for awards, promotion, recognition, and recommendation for accreditation and certification for specialization and progression.

b. Social workers must:

- b.1 Update and upgrade social work competencies in accordance with the career progression and specialization program that should be in consonance with the CPD law; and
- b.2 Contribute and share the new knowledge learned

with colleagues, inter-professional collaborators, and agencies.

5. Social Workers' Ethical Responsibilities as Professionals / Self

a. Competence

Social workers must accept employment and responsibilities corresponding to their professional competencies and qualifications and continuously update and upgrade their professional knowledge and skills which may not be limited to the direct practice of social work; research and evaluation; leadership and management; and policy advocacy required by the practice setting.

b. **Inclusivity**

Social workers must respect the individual's worth and dignity at all times regardless of age, ethnicity, color, sexual orientation, gender identity or expression, marital status, political affiliations, religion, immigration status, mental or physical ability, and other forms of vulnerability.

c. Conduct of Professional Self

- c.1 Social workers must prioritize professional responsibilities as expected from the place of employment, whether private or public, without interference and potential conflict with personal engagements and interests.
- c.2 Social workers must be responsible in correcting and reporting, whenever necessary, any inaccuracy or misrepresentation of their profession and credentials.
- c.3 Social workers must ensure that their representation as professionals to clients, agencies, and the public is accurate and truthful.
- c.4 Social workers must exercise sound professional judgment in the performance of their practice, and not allow personal and family problems,

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- psychosocial distress, health and/or mental health issues to affect their work performance.
- c.5 Social workers must initiate self-care by seeking professional help, support, and treatment when necessary, and taking whatever actions are needed to protect themselves, their clients, and others.

6. Social Workers' Ethical Responsibilities to the Broader Society and the Public

a. Promote Social Welfare

- a.1 Social workers must contribute to and promote the social welfare of the vulnerable populations, from the local to the global structures, to foster and sustain the development of the people, their communities, and their environments.
- a.2 Social workers must advocate social justice and change in the social, economic, political, and cultural dimensions of the society to ensure equality of rights and people's access to resources, employment, services, and opportunities to meet basic human needs and maximize human potential.
- a.3 Social workers must assert the achievement of conducive living conditions for the people and the communities as guided by the social welfare and development indicators of the country.

b. Public Participation, Social Action, and Policy Development

- b.1 Social workers must engage the public and other stakeholders through collaborative participatory processes to advocate for more responsive policies and social legislations for the vulnerable, neglected, disadvantaged, oppressed, and exploited sectors of society.
- b.2 Social workers must respect cultural and social diversities and inclusions to safeguard the

- peoples' rights and affirm their rights for equity and equality.
- b.3 Social workers must respond strategically to all forms of inequities, discrimination, victimization, and other forms of oppression of all vulnerable persons, groups, and communities such as gender inequalities, displacement of indigenous peoples, and discrimination against sexual orientation, gender identity and expression and sex characteristics (SOGIESC).
- b.4 Social workers must affiliate with duly recognized professional organizations locally, nationally, or internationally to promote the values, principles, and practices of the social work profession.

c. Public Emergencies and Environmental Care

- c.1 When called upon to serve during emergencies, social workers must respond strategically and appropriately, and selflessly render appropriate supervised professional services as may be necessary in a multi-disciplinary setting.
- c.2 Social workers, when necessary, must render voluntary professional services and apply required knowledge and skills in disaster response, crisis management, psychosocial debriefing, and capability-building on resiliency.
- c.3 Social workers must promote environmental safety standards, as well as sustainable family and community protection.
- c.4 Social workers must participate, volunteer, and collaborate with government and non-government organizations in responding to public emergencies and environmental care, as well as observe protocols to help in effectively managing the crisis.

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