



CHEST Trainer Ethics Guide

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The CHEST Trainer Ethics Guide has been designed to establish trainer ethics in order to protect the students, trainers, and master trainers participating in the Association for the Healthcare Environment's (AHE) Certified Healthcare Environmental Services Technician (CHEST) program, and, to the extent possible, define acceptable and unacceptable categories of behavior.

It is the individual responsibility of each trainer to understand the guidelines of using the CHEST program to train technicians in their facility, and to aspire to the highest possible standards of conduct. Trainers should respect and protect human civil rights, and should not knowingly participate in or condone unfair or discriminatory practices.

This Ethics Guide is applicable to *all* trainers at all levels in any way associated with the Certified Healthcare Environmental Services Technician program.

A. GENERAL PRINCIPLES

Competence

CHEST Trainers strive to maintain high standards of excellence in their training work. They recognize the boundaries of their particular competencies and the limitations of their expertise. They provide only those services and use only those techniques for which they are qualified by education, training, or experience. CHEST Trainers maintain knowledge of relevant educational information related to the environmental services technician and make use of professional and technical resources through AHE and/or their facility. AHE Master Trainers must be a CHESP.

Integrity

CHEST Trainers are honest and fair. They do not make statements that are false, misleading, or deceptive. Trainers strive to be aware of their own belief systems, values, needs, and limitations, and the effect of these on their training. They avoid improper and potentially harmful relationships.

Professional Responsibility

CHEST Trainers uphold professional standards of conduct, clarify their professional roles and obligations, accept appropriate responsibility for their behavior, and adapt their methods to the needs of different participants. CHEST Trainers' moral standards and conduct are personal matters, except when trainers' conduct may compromise their obligations or responsibilities as a trainer.

Respect Diversity

CHEST Trainers respect the fundamental rights, dignity, and worth of all CHEST program participants. Trainers are aware of individual differences and try to eliminate the effect of biases on their work, and do not knowingly participate in or condone unlawful or discriminatory practices.

Concern for Others' Welfare

CHEST Trainers seek to contribute to the welfare of those with whom they interact. In their actions, trainers consider the welfare and rights of all participants. When conflicts occur, they attempt to resolve these conflicts to perform their roles in a responsible and professional manner that avoids or minimizes harm. Trainers are sensitive to differences in power between themselves and others; they do not exploit or mislead other people before, during, or after their instructional relationships.

B. GENERAL STANDARDS

1. Applicability of Ethics Guide

While many aspects of personal behavior and private activities seem far removed from official duties of certification training, all trainers should be sensitive to their position as role models for environmental services technicians and other frontline healthcare workers. Private activities perceived as immoral or illegal can influence others' perceptions of the Program and its purpose. Trainers are encouraged to observe the standards of this Ethics Guide consistently.

2. Boundaries of Competence

Trainers provide CHEST training program services only after first completing all the program requirements of the CHEST Train the Trainer program conducted by a CHEST Master Trainer (M-CHEST) through an Association for the Healthcare Environment (AHE) sanctioned program.

3. Maintaining Expertise

Trainers maintain a reasonable level of awareness of related educational information and undertake ongoing efforts to maintain competence in the skills they use.

4. Basis for Professional Judgments

Trainers rely on scientifically and professionally derived knowledge when making judgments or engaging in instructional endeavors.

5. Describing the Nature of Instruction

When trainers provide services or information to an individual, a group, or an organization, they use language that is reasonably understandable and appropriate to the recipient of those services, and information that is always updated and truthful.

6. Respecting Others

Trainers respect the rights of others to hold values, attitudes, and opinions that differ from their own. When engaged in instruction, trainers recognize the perceived power they hold over participants, and therefore make reasonable efforts to avoid engaging in conduct that is demeaning to participants.

7. Discrimination

Trainers do not engage in discrimination on any basis as prescribed by law.

8. Sexual Harassment

Trainers do not engage in sexual harassment. Trainers will treat sexual harassment complainants and respondents with dignity and respect.

9. Misuse of Influence

Because trainers' judgments and actions may affect the lives of others, they are alert to guard against personal, financial, social, organizational, or political factors that might lead to misuse of their influence.

10. Exploitative Relationships

Trainers do not exploit participants over whom they have supervisory, evaluative, or other authority. Trainers do not engage in sexual/romantic relationships with participants over whom the trainer has evaluative, direct, or indirect authority whenever such relationships are likely to impair judgment or be exploitative.

11. Honoring Commitments

Trainers take responsible measures to honor all commitments they have made to participants.

12. Avoidance of False or Deceptive Statements

Trainers do not make public statements that are false, deceptive, misleading, or fraudulent (either due to what they state, convey, or suggest, or because of what they omit) concerning their accomplishments or activities or those of persons or organizations with which they are affiliated. As

examples (and not in limitation) of this standard, trainers do not make false or deceptive statements concerning:

- Their training, experience, competence, or services.
- Their institutional or association affiliations.
- Their academic degrees.
- Their credentials.
- The basis for, results of, or degree of success of their services.

13. Representing the Association for the Healthcare Environment

Trainers understand that their business relationship with the AHE is that of a customer that has completed all the requirements to be granted Trainer credentials by AHE to teach CHEST certification courses. Trainers understand they are not AHE employees and may not represent AHE in any capacity, nor may they make decisions or business commitments on behalf of the AHE.

C. CONTENT AND LIMITS OF AUTHORITY

Content

For the purposes of this Guide, the term “content” includes all materials provided by AHE to Trainers for the purpose of delivering a curriculum used in preparing participants for the CHEST Examination. Content also includes all materials related to the training program, including written content, pictorial or photographic content, electronic or graphical content, tabular content, and audio or video content. All content is copyrighted by AHE of the American Hospital Association. Trainers understand they are not to copy/reproduce or alter (add or delete) any of the CHEST curriculum or its contents. Delivery of the CHEST program curriculum is prescribed and must be delivered to participants as designed.

Trainers that are employees of or subcontractors to the supplier, manufacturing, vendor or consulting end of the healthcare industry may not, under any circumstances, incorporate the use of company products, solutions or other training programs as a means to augment training. The CHEST curriculum delivery must remain product neutral at all times. Failure to adhere to this guideline will result in the loss of Trainer status. AHE reserves the right to audit all training programs at any time to ensure the integrity of program delivery.

A trainer may not resell any content, including any books or materials related to the CHEST Program. In the event a trainer is approached by a third party requesting CHEST content, trainers may refer the third party to the AHE.

Limitations on Authority

As an AHE CHEST trainer, your program delivery is a representation of AHE and by default its parent company, the AHA, however, this customer relationship does not create a joint venture, sponsorship, endorsement, or employer/employee relationship by or between the AHE and the Trainer. Therefore, use of the name Certified Healthcare Environmental Services Professional, CHEST, American Hospital Association, AHA, Association for the Healthcare Environment, AHE or any service marks, trademarks, logos or emblems of either organization for marketing or promotional purposes, or in a client list is strictly prohibited.

C. RESOLVING ETHICAL ISSUES

Whether a trainer has violated the Ethics Guide does not in itself determine if legal consequences occur. These results are based on legal rather than ethical rules. However, compliance with or violation of the Ethics Guide *may* be relevant as evidence in some legal proceedings, depending upon the circumstances. At a minimum, AHE reserves the right to suspend or revoke Trainer status.

1. Familiarity with Ethics Guide

Trainers have an obligation to be familiar with this Ethics Guide (or as it may be amended from time to time), other applicable ethics codes, and their application to the trainer's work. Lack of awareness or misunderstanding of an ethical standard is not, in itself, a defense to an accusation of unethical conduct.

2. Informal Resolution of Ethics Violations

When participants believe that there may have been an ethics violation by a trainer, they may attempt to resolve the issue by bringing it to the attention of that individual in an informal manner.

3. Formal Reporting of Ethics Violations

If an apparent ethics violation is not appropriate for informal resolution under this Ethics Guide, or is not resolved properly in that fashion, participants and the AHE may take further action by:

a. Participant:

Any participant with first-hand knowledge may notify the AHE in writing, identifying those involved and the specific ethics violations and describing actions taken to resolve the situation.

b. The AHE:

- (1) Will review and investigate documented ethics violation charges.
- (2) If necessary, will review the ethics violation charge with AHE legal counsel.
- (3) If the charge is credible, will notify the accused of the allegation in writing. The accused will be given the opportunity to respond in writing.
- (4) Will render a decision and notify the accused in writing. The decision may result in exoneration or in sanctions, including, but not limited to, suspension or revocation of AHE training credentials.
- (5) Will keep a written record on all reviews, responses, and actions.

4. Cooperating with Ethics Investigations

Trainers cooperate in ethics investigations and proceedings. Failure to cooperate is itself an ethics violation.

D. TERMS OF T-CHEST CREDENTIAL

Once you successfully complete CHEST training/program requirements, you attain T-CHEST status. Your T-CHEST status remain in good standing unless you fail to meet the criteria outlined on the AHE website (see below, however, these criteria are subject to change – always refer to the AHE website for the most current requirements).

Each year from the date listed as a T-CHEST, to maintain trainer status, trainers must:

- Attend another CHEST 3-day training program, or lead two CHEST certification programs, **and**
- Participate in AHE Trainer quality assurance checks or web-based refresher courses as scheduled.

Violation of these terms and/or of standards outlined in this Ethics Guide will result in deactivation of T-CHEST status.



CHEST Trainer Ethics Guide Attestation

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I attest that I have read this CHEST Ethics Guide, and I agree that as a CHEST Trainer I will uphold the standards of conduct and abide by the dictates outlined herein.

Signature of T-CHEST Trainer

Name (Printed or typed)

Date: _____