

## Moral Courage Checklist

A series of questions to answer when faced with a situation that calls for moral courage

- Assess the situation.
- Scan for values.
- Act on conscience.
- Understand the risks.
- Endure the hardship.
- Avoid the inhibitors.
- Learn moral courage.



## Managing Crisis Situations

Prevent crises when possible through reflective supervision, situational assessment, staff roles, communication skills, and boundaries and program policies.

## SLLR Crisis-Management Tool

**S – Stop** – Avoid knee-jerk reactions. Gather your thoughts and emotions before speaking or acting.

**L – Look** – At non-verbal behaviors in the people involved and your surroundings, and consider how these things might be contributing factors to the conflict situation.

**L – Listen** – Hear everyone out. Try to figure out what caused the conflict in the situation in the first place. Identify neutral people who may be able to provide insight. Listening also allows you time to think before speaking and avoid saying something out of anger that you'll regret later.

**R – Respond** – after you stop, look and listen, you can now formulate an appropriate response to the conflict. Make sure you're calm and mentally prepared before you respond. Then take action.

## Keeping Staff Safe

See Chapter 5 Handouts (page 2) for More Safety Tip

### In the car

Make sure FSPs are safe in their vehicles:

- Sign out when leaving the office with your destination and estimated return time.
- Keep your car doors locked while in the car and after you park the car.
- Reduce the possibility of car problems while working by keeping your car serviced regularly.
- Make sure you have plenty of gas so you don't run out while providing visits.
- Plan who you will call if you have car trouble.
- Back into the driveway on a home visit if possible.
- Don't carry a purse, or put it in the trunk of your car.
- Be sure your cell phone is fully charged.

### In the home

- Know who lives in the home.
- Don't take your purse inside.
- Look for all exits from the home.
- Sit where you can see the exits and other parts of the home.
- If you feel uncomfortable, end the visit and call your supervisor.

## Resources

### Chapter 1: Welcome

### Chapter 2: Ethics and Values

- Assuring Ethical Values in Family Support Service, Episode 4: Ray, Moral Courage - [Video](#) and [Transcript](#)
- Introduction to Ethics and Values - [Handout](#)
- Core Professional Values of Family Support - [Video](#)
- Core Professional Values – [Handout](#)
- Key Principles of Family Support - [Handout](#)

### Chapter 3: Moral Courage

- Moral Courage: The Guts of a Tough Decision – [Video](#) and [Transcript](#)
- 4 Paradigms of Dilemmas - [Video](#) and [Resource Handout](#)
- Introduction to the Moral Courage Checklist - [Handout](#)
- A Moral Courage Scenario – [Video](#) and [Handout](#)
- The Moral Courage Checklist – [Handout](#)
- The Supervisor’s Role - [Handout](#)

### Chapter 4: Managing Crisis Situations

- Potentially Violent Case Scenarios – [Resource Handout](#)
- Verbal De-Escalation Techniques – [Resource Handout](#)
- Managing Staff Crisis Situations Effectively – [Video](#) and [Handout](#)
- Keeping Your Cool When Things Get Heated – [Resource Handout](#)
- Crisis Scenarios and Questions - [Handout](#)

### Chapter 5: Keeping Staff Safe

- Providing a Safe Environment for Staff – [Handout](#)
- Traveling Safely – [Handout](#)
- Safety Kit for Family Support Professionals – [Resource Handout](#)
- Recognizing Potential Safety Issues - [Handout](#)