

# Captionist Code of Professional Conduct

## 1. Confidentiality

Captionists adhere to the standards of confidential communication. Captionists hold a position of trust in their role as a facilitator of communication and as such are expected to know the general requirements and applicability of various levels of confidentiality. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide, or responding to subpoenas.

## 2. Professionalism

Captionists possess the professional skills and knowledge required for the specific captioning situation.

- Render the message faithfully by conveying the content and spirit of what is being communicated.
- Refrain from providing counsel, advice, or personal opinions.
- Refrain from participating in class discussions unless it is in the capacity of facilitating communication in a group work setting.

## 3. Conduct

Captionists conduct themselves in a manner appropriate to the specific captioning situation.

- Consult with appropriate persons regarding the captioning situation to determine issues such as placement and adaptations necessary to caption effectively.
- Comply with established workplace codes of conduct, notify appropriate personnel if there is a conflict with this Code of Professional Conduct and actively seek resolution where warranted.
- Refrain from using confidential captioned information for personal, monetary, or professional gain.

## 4. Respect for Clients

Captionists demonstrate respect for clients.

- Approach clients with a professional demeanor at all times.
- Obtain the consent of clients before bringing an intern to an assignment.
- Facilitate communication access and equality, and support the full interaction and independence of clients.

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## 5. Business Practices

Captionists maintain ethical business practices.

- Accurately represent qualifications and experience and provide documentation when requested.
- Honor professional commitments and terminate assignments only when fair and justifiable grounds exist.
- Promote conditions that are conducive to effective captioning, inform the parties involved if such conditions do not exist, and seek appropriate remedies.
- Inform appropriate parties in a timely manner when delayed or unable to fulfill assignments.
- Reserve the option to decline or discontinue assignments if working conditions are not safe, healthy, or conducive to captioning.
- Refrain from harassment or coercion before, during, or after the provision of captioning services.