

Spinal Injuries Association Code of Conduct for Case Managers

All of the case managers listed in our **Guide to choosing a solicitor, case manager and barrister**, hereafter known as SIA approved case managers, have agreed to abide by the following code of conduct as a condition of their entry into this Guide. This is to ensure that anyone using this publication to select a Case Manager for their own use, or on behalf of a client, can have confidence in the quality, expertise and experience of the chosen firm. In this code of conduct the term client means the individual with the injury or condition who is receiving the case management service.

SIA approved case managers recognise the need to:

- Provide a professional service.
- Keep themselves informed, educated and up to date with current legislation, practice and procedure in all areas of their work.
- Be a member of a recognised, professional association and abide by its Code of Ethics.
- Ensure the client receives appropriate services at all stages post injury.
- Ensure their client (or where appropriate their representative) is fully aware of and fully advised on all cost issues, including public funding where available, and understands how their money is being spent.

SIA approved case managers will:

- At all times practise within the law.
- At all times treat clients, both prospective and existing, with sensitivity and understanding and consider the distressing circumstances that individuals experience after spinal cord injury.
- Respect the client's autonomy, including their right to think for themselves, make choices and decisions freely and independently and act independently.
- Respect the client's privacy, confidentiality, dignity and data protection rights.
- Always act as an advocate for the client, especially where the client does not have decision-making capacity.
- Provide independent advice and information to the client.
- Respect a client's diversity in terms of gender, age, disability ethnicity, sexual orientation and belief.
- Uphold the principles of non-discrimination, cultural sensitivity and human rights.
- Recognise their duty to avoid sexual financial or emotional exploitation and not use their professional relationship with a client to establish or pursue a sexual or improper emotional relationship.
- At all times behave and act in a manner which will uphold the standing and good reputation of the profession of case managers.
- Provide a free initial consultation, answer questions and provide information about their firm so the client can make an informed choice.
- Recognise the right of their prospective client to consider and choose another case manager.
- Ensure they have in place and are familiar with the firm's complaints procedure.
- Regularly attend SIA training courses to help them understand the needs of those with spinal cord injury.

SIA approved case managers will NOT:

- Act in a way that might cause harm to the client.
- Make uninvited approaches to spinal cord injured people as prospective clients which may be deemed inappropriate.
- Make financial contributions to a hospital rehabilitation centre or firm of personal injury solicitors which may be interpreted as exerting undue influence on prospective clients by denying them choice.
- Put pressure on prospective clients to appoint their firm.
- Knowingly make any statement to a prospective client, whether in publicity material or otherwise, which may give false hope or expectations.
- Make excessive or unnecessary monetary charges to the client.
- Make false representations of experience or specialist skills which they do not possess.
- Put pressure on SIA to endorse their firm or service other than the endorsement implied by selection for the annual Guide to Choosing a Case Manager.

Complaints arising out of breaches of this code of conduct should be made in writing and addressed to Ms Sue Browning

**Chief Executive Officer, Spinal Injuries Association, SIA House,
2 Trueman Place, Oldbrook, Milton Keynes MK6 2HH.**

Breaching this code of conduct may result in a case management firm being refused entry to or removed from the current Guide and future publications.

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