

CODE OF ETHICS  
For

CANADIAN IRLLEN CLINIC DIRECTORS, DIAGNOSTICIANS and SCREENERS

I. Purposes of the Ethics Committee

The Ethics Committee of CAIP is a standing committee whose purposes are:

- A. To educate members about the Code of Ethics and ethical practice.
- B. To provide consultation when interpretation of the Ethics Code is needed.
- C. To accept inquiries and be a resource regarding possible violations. This includes responding to the inquirer and/or directing the inquirer to take appropriate action. Refer to procedural guidelines for the adjudication of ethical complaints.
- D. To make recommendations for disciplinary action to be taken by the Executive President of CAIP in meeting, who may in turn chose to inform the Director of the Irlen Institute.
- E. To revise and update the Code of Ethics.

II. Professional Competency

Personal and Professional

Irlen Clinic Directors and Diagnosticians will:

- 1. Offer only those services which are within their individual area of competence, training or licensure or certification.
- 2. Provide accurate information about the possible range of outcomes of their work.
- 3. Present their level of competence, education, training, and

experience to clients, schools, agencies, and the public in a professional and accurate manner.

4. Represent their affiliations with other professional persons or institutions in such a way as to accurately reflect their level of professional competence.
5. Enlist the resources of other professionals in a consultative or referred role, as appropriate.
6. Safeguard confidential information of clients and/or fellow diagnosticians and/or screeners.
7. Professional competency – Maintain inactive client files for 10 years. Also maintain files for 10 years after the clinic director or diagnostician retires or transfer files to active clinic director(s) on retirement.
8. Express any disagreements or concerns with policies or procedures in an open and respectful manner with fellow diagnosticians and/or Irlen Institute personnel.
9. Pursue recommendations which will enhance the mental and physical well-being of clients.
10. Instruct and monitor Irlen Screeners in Irlen procedures as they are outlined in the Irlen Director's Manual.
11. Communicate with the public truthfully and clearly about the Irlen Method.
12. Avoid entering into any arrangements which improperly affect or reflect on the Irlen Method.
13. Work cooperatively with fellow diagnosticians. Provide the location of the Irlen office nearest to the client's home and refer the client to the list of all Irlen Diagnosticians on [www.irlen.com](http://www.irlen.com).
  - a) Irlen Clinic Directors and Diagnosticians will inform screeners of the obligation to inform clients of all diagnosticians and their locations. For a complete list of Irlen Directors and Diagnosticians and their locations refer them to [www.irlenCanada.ca](http://www.irlenCanada.ca) and [www.irlen.com](http://www.irlen.com).

14. Accept full ethical responsibility, as contracted, for services to the client or the Irlen Institute.
15. Use the Irlen Method in their diagnostic work according to the Irlen Spectral Filter Manual and Irlen Tint Methods. It is understood that the latest developments of these protocols as communicated by the Irlen Institute will stand.
16. Recognize that their client's needs are their primary responsibility.
17. Members of CAIP shall only sell or recommend products associated with Irlen Syndrome in the context of an Irlen Screening or filter assessment. Any further advice or intervention given to a client within the context of an Irlen intervention shall be clearly be within additional expertise the Professional may have and for whom he/she is still licensed or specifically qualified to provide.

Irlen Screeners will:

1. Offer only those services which are within their individual area of competence, training or licensure or certification.
2. Provide accurate information about the possible range of outcomes of their work.
3. Present their level of competence, education, training, and experience to clients, schools, agencies, and the public in a professional and accurate manner.
4. Represent their affiliations with other professional persons or institutions in such a way as to accurately reflect their level of professional competence.
5. Enlist the resources of other professionals in a consultative or referred role, as appropriate.
6. Safeguard confidential information of clients and/or clinic directors/diagnosticians and/or fellow screeners.
7. Express any disagreements or concerns with policies or procedures in

an open and respectful manner with clinic directors, diagnosticians, fellow screeners and/or Irlen Institute personnel.

8. Pursue recommendations which will enhance the mental and physical well-being of clients.
  9. Communicate with the public truthfully and clearly about the Irlen Method.
  10. Avoid entering into any arrangements which improperly affect or reflect on the Irlen Method.
  11. Provide full information to clients and potential clients about all screeners, diagnosticians and clinic directors by directing them to [www.irlencanada.ca](http://www.irlencanada.ca) and to testing centers section of [www.irlen.com](http://www.irlen.com).
  12. Accept full ethical responsibility, as contracted, for services to the client and/or the Irlen Institute.
  13. Use the Irlen Method in their work according to the protocol of the Irlen Reading Perceptual Scale Manual with appropriate modifications. It is understood that the latest developments of these protocols as communicated by the Irlen Institute will be used.
  14. Maintain their screener certification by fulfilling the required Irlen Recertification Credits (IRC) as required by the Irlen Institute.
- B. Professional Growth

Irlen Clinic Directors and Diagnosticians will:

1. Avail themselves of opportunities to increase their competence such as attending regional, national, and/or international Irlen conferences as required by their contract.
2. Initiate or accept a joint assignment with a member of another professional body only if he/she is satisfied that the assignment will be carried out in accordance with the principles and standards of the Irlen Institute.
3. Canadian Clinic Directors and Diagnosticians will endeavor to develop professional improvement programs for the benefit of Canadian screeners. In addition to Cluster Meetings, this program can take the shape of webinars, regional conferences, written communications, or a tool such as a manual.

Irlen Screeners will:

1. Avail themselves of opportunities to increase their competence such as attending webinars, cluster meetings, regional, national, and/or international Irlen conferences.
2. Initiate or accept a joint assignment with a member of another professional body only if he/she is satisfied that the assignment will be carried out in accordance with the principles and standards of the Irlen Institute.

### III Professional Relationships and Responsibilities

#### A. Fellow Clinic Directors and Diagnosticians

Fellow Clinic Directors and Diagnosticians will

- I. Attempt to resolve suspected detrimental or unethical practices on an informal level. If informal efforts are not productive, the diagnostician will contact the Ethics Committee for assistance. Procedures for questioning ethical practice:
  - 1.1 The filing of an ethical complaint is a serious matter. It is intended to improve the behavior of a colleague with regard to the work of Irlen Clinic Directors, Diagnosticians, the Irlen Method, and/or the public.
  - 1.2 The diagnostician will enter into this process thoughtfully and with concern for the well-being of all parties involved.
2. Take action in cases involving the exploitation of clients or screeners through professional relationships.

Screeners will:

1. Attempt to resolve suspected detrimental or unethical practices on an informal level. If informal efforts are not productive, the Screener will
  - a) Contact the clinic director and/or diagnostician in their area for advice and assistance.

b) Contact the Ethics Committee for assistance.

1.1 The filing of an ethical complaint is a serious matter. It is intended to improve the behavior of a colleague with regard to the work of Irlen Screeners, Diagnosticians, Clinic Directors, the Irlen Method, and/or the public.

1.2 The Screener will enter into this process thoughtfully and with concern for the well-being of all parties involved.

B. Clients

Irlen Clinic Directors, Diagnosticians and Screeners will:

1. When making an appointment, state clearly and confirm in writing, when possible, the fees charged for the service provided.
2. Ensure that his/her resources are adequate to carry out what is required by the appointment.
3. Regard the client's needs and interests as paramount.
4. Hold as strictly confidential all information concerning the affairs of a client unless the client has released the information for public use or has given a written release of information which permits disclosure.
5. Develop recommendations specifically for the solution of each client's problems. Such solutions shall be realistic, practical, and presented in understandable terms to the client.

C. Irlen Institute

Irlen Diagnosticians and Screeners will:

1. Only use copyrighted material.
2. Not disclose Perceptual Development Corporation (PDC) proprietary data materials and technology without permission from the PDC.
3. Publicize his/her work and services by giving only information which is factual and relevant, neither misleading nor unfair to others, and not in any way discreditable to the Irlen Institute.

4. Ensure that his/her knowledge and skills are kept up-to-date.
5. Have a proper regard for the professional obligations and qualifications of those with whom s/he is working.
6. Represent the qualifications and status of other clinic directors and diagnosticians honestly to clients, institutions and other professionals.
7. Only provide work and services in other than their home location with prior written permission from the Irlen Institute. Will consult with any screener or diagnostician in that location prior to carrying out screenings, lens assessments or re-evaluations.

#### IV Procedural Guidelines for the Adjudication of Ethical Complaints

- A. All complaints should be addressed to the Chair of the Ethics Committee.
  1. If the complaint is anonymous, no action will be taken.
  2. If the complaint is oral, the committee chair will only advise the complainant.
  3. If the complaint is about standards, the committee chair will only advise the complainant.
  4. If the complaint is frivolous or vengeful, the committee will consider taking action against the complainant in proportion of the harm that may have been suffered needlessly.
  5. If the written complaint is against a fellow clinic director or diagnostician, the following actions will be taken by the committee.
    - 5.1 The committee will review the written complaint.
    - 5.2 If there is not a potential violation of the Code of Ethics, the complainant will be so informed.
    - 5.3 If there is a potential violation of the Code of Ethics, the complainant will be advised in writing by the chair that an informal investigation will occur. The complainant will be asked to sign a release

so that the respondent may know who issued the complaint.

5.4 If the complainant refuses to sign a release to notify the respondent, the committee must decide whether or not to proceed on its own volition. An attempt will be made to resolve the situation informally, if possible.

5.5 If the committee obtains the release or decides to proceed on its own volition, the respondent will be notified within thirty (30) days in a written notice by "certified mail" describing the complaint and the principles involved, and request the respondent's written response. A copy of the Code of Ethics will be included.

5.6 If there is no reply in thirty (30) days, or the respondent refuses to cooperate, note this in the record and inform the respondent in a second certified letter that a lack of cooperation could result in a recommendation to the Irlen Institute and PDC that the clinic director, diagnostician or screener be decertified.

5.7 The written response or refusal to cooperate will be reviewed by the Ethics Committee as a whole and the recommendation of the committee will be presented to the Executive President, who in turn will advise the Executive Director, Irlen Institute.

5.8 Receipts of committee members' expenses, including phone calls, will be submitted to the Treasurer of CAIP.

VI. Sanctions at the disposal of the committee of ethics are:

- a. A letter underlining the issues that were part of the complaint and the remedial measures recommended by the Ethics committee, if relevant.
- b. A letter of reprimand, underlining the issues that were part of the complaint and the remedial measures stipulated by the Ethics committee.
- c. A suspension of the CAIP membership of the clinic director, diagnostician or screener for a period of no more than two weeks.
- d. A suspension of the CAIP membership of the clinic director, diagnostician or screener for a period of no more than a month.
- e. A suspension of the CAIP membership of the clinic director,



diagnostician or screener for a period of six months.

- f. A permanent suspension of the CAIP membership of the clinic director, diagnostician or screener and a recommendation to the Perceptual Development Corporation to review the contract and ability to continue as an Irlen practitioner.