

# Ethics and Boundaries in Community Behavioral Health Online Workshop



Jessica Beauchamp MSW, LCSW, SAS, CSOTS  
Off The Couch Counseling & Consultation  
White Pine Consulting Service

1

## Workshop Objectives

- ▶ Understand values, boundaries, and ethics in relation to ourselves and our work.
- ▶ Understand the guidelines of ethical principles from National Association of Social Workers (NASW).
- ▶ Understand how ethical dilemmas occur.
- ▶ Identify ethical dilemmas relevant to their practice and use E.T.H.I.C. model to resolve.



2

## Values, Boundaries, and Ethics

- ▶ **Values:** our judgement of what is important and/or beneficial in life
- ▶ **Boundaries:** the “line” that marks the limit
- ▶ **Ethics:** rules that define what types of behaviors are appropriate and inappropriate



3

## Personal Values Activity



[https://bhmt.org/wp-content/uploads/2016/04/BHMT\\_CC\\_Life-Values\\_Inventory.pdf](https://bhmt.org/wp-content/uploads/2016/04/BHMT_CC_Life-Values_Inventory.pdf)

4

# “Boundaries move as circumstances change.”

(Adapted from Judd and Johnston, 2012)



5

## Crossings and Violations Model



- Deliberate/Intentional
- Unavoidable
- Accidental
- Through Client Actions

6

## Ethical Principles for Practice

- Autonomy
- Beneficence and Non-Maleficence
- Fidelity
- Veracity
- Justice



7

## NASW Code of Ethics

### Values and Principles:

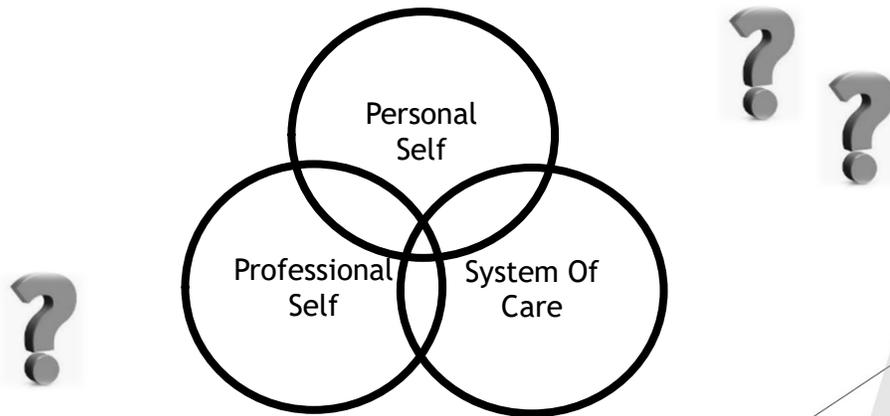
- Service
- Social Justice
- Dignity and Worth of Individuals
- Importance of Human Relationships
- Integrity
- Competence



<https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>

8

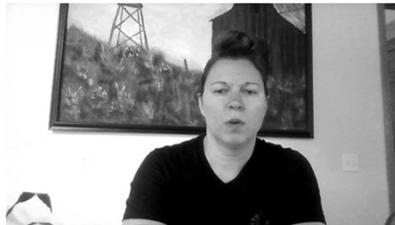
# Ethical Dilemmas



9

## Types of Ethical Dilemmas

- Truth-Telling vs. Loyalty
- Needs of the Individual vs. Needs of Community
- Short-Term vs. Long-Term Consequences
- Justice vs. Mercy
- Privacy and Confidentiality
- Self-Determination
- Professional Differences
- Self-Disclosure
- Technology



10

## Technology... A Newer Dilemma

- Phone
- Recorders
- Fax
- Caller ID
- Digital Camera
- Cell Phone
- Internet
- Email
- Text Message
- Blog
- Google
- Wi-Fi
- MapQuest
- Facebook Messenger
- Skype
- YouTube
- Twitter
- Snapchat
- Facebook



11

## Ethics and Technology

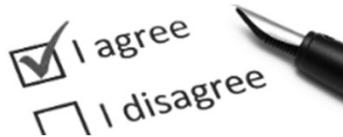
- Informed Consent (1.03)
- Privacy and Confidentiality (1.07)
- Conflicts of Interest - Dual Relationships (1.06)



12

## Informed Consent: Technology

- Assess client's suitability and capacity for electronic services.
- Consider the client's intellectual, emotional, and physical ability to use technology to receive services and the clients' ability to understand the potential benefits, risks, and limitations of such services.
- Obtain client consent before conducting an electronic search on the client



13

## Privacy and Confidentiality: Technology

- Should use applicable safeguards (such as encryption, firewalls, and passwords) when using electronic communications such as e-mail, mobile communication, and text messages.
- Should avoid posting any identifying or confidential information about clients on professional websites or other forms of social media.



14

## Dual Relationships: Technology

- Should not engage in dual relationships with clients or former clients.
- Should avoid accepting requests from or engaging in personal relationships with clients on social networking sites or other electronic media to prevent boundary confusion, inappropriate dual relationships, or harm to clients.
- Should avoid communication with clients using technology (such as social networking sites, online chat, e-mail, text messages, telephone, and video) for personal or non-work-related purposes.



15

## Ethical Decisions

- A process of choice that leads to action
- Influenced by circumstances
- Many situations require consultation to remove bias, manage values, ensure adherence to standards
- Decision-making models can aid in this process



16

## E.T.H.I.C. Model (Elaine Congress model)

**E**xamine values (personal, society, agency, client, professional)

**T**hink about ethical standards

**H**ypothesize about different courses of action and their consequences

**I**dentify who would be harmed and who would be helped by the different courses of action

**C**onsult with supervisor or colleagues

**S**cribe (write it down)

17

## Identifying the Dilemma

### Activity:

- Brainstorm a top ethic and boundary issue you have experienced or are experiencing now
- Use the ETHIC model form provided and the NASW code of Ethics to work through the dilemma (protect confidentiality and don't write client identifying information)



18

## References

- American Counseling Association, (2014). *2014 ACA code of ethics*. Alexandria, VA: Author.
- Barsky, A. (2010). *Ethics and values in social work*. NY: Oxford University Press
- Barsky, A. (2014, Spring). Do involuntary clients have a right to self-determination? *The New Social Worker*, 4-5
- Congress, E.. (2000). What social workers should know about ethics: Understanding and resolving practice dilemmas. *Advances in Social Work*, 1(1), p. 1-26.
- Dolgoff, R., Loewenberg, F. and Harrington, D. (2009). *Ethical decisions for social work practice*. (8th Ed.). Belmont, Ca.: Brooks/Cole.
- Gough, J. & Spencer, E. (2014). Ethics in action: An exploratory survey of social worker's ethical decision-making and value conflicts. *Journal of Social Work Values and Ethics*, 11 (2), 23-40
- Grundstein-Amado, R. (1993). Ethical decision-making processes used by health care providers. *Journal Of Advanced Nursing*, 18(11), 1701-1709.
- Judd R. and Johnston, L. (2012). Ethical consequences of using social network sites for students in professional social work programs. *Journal of Social Work Values and Ethics*, 9 (1) Retrieved from [www.jswve.com](http://www.jswve.com)
- Mattison, M. (2000). Ethical decision making: The person in the process. *Social Work*, 45 (3), 201-212.
- National Association of Social Workers. (2008). *Code of ethics*. Author: Washington D.C.
- Reamer, F. (2006). *Ethical Standards in Social Work: A review of the NASW code of ethics* (2nd Ed.). Washington DC: NASW Press.