

*A Trauma Informed approach
for Supported Housing Providers*

Establishing and Maintaining
Professional Boundaries

*Increasing Joy
Reducing risk
Improving care*

Today's Agenda

2

Welcome and introduction

First rule of the road – A judgment free zone

Why we are together

- Amplifying Purpose, Joy and Safety
- Fostering tenants' healing, health and well-being
- Self-Care for you

What we hope you will learn

- Why Boundaries matter for tenants, for you
- A trauma informed approach to establishing and maintaining Professional Boundaries
- Keeping it positive
- Solving Boundary dilemmas
- Personal vs. Professional Boundaries

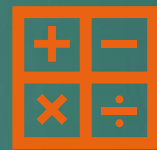
Boundaries in everyday life



Separation



Border



Division



Limit

Professional Boundaries and Trauma Informed Care

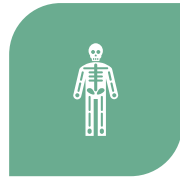
A source of healing for tenants whose Boundaries have been crossed all their lives -



INTERNAL AND
EXTERNAL LIMITS SET
BY CARE
PROVIDERS



GUIDED BY
AGENCY
STANDARDS AND
PROFESSIONAL
ETHICS



A WAY TO
MAINTAIN A SAFE
AND THERAPEUTIC
ENVIRONMENT



A WAY TO PROVIDE
CLARITY ABOUT
ROLES



CLARITY ABOUT
RESPONSIBILITIES



CLARITY ABOUT
RELATIONSHIPS WITH
TENANTS



AND RELATIONSHIPS
WITH EACH OTHER

Principles of Trauma Informed Care

5

SAFETY

TRUSTWORTHINESS

BOUNDARIES

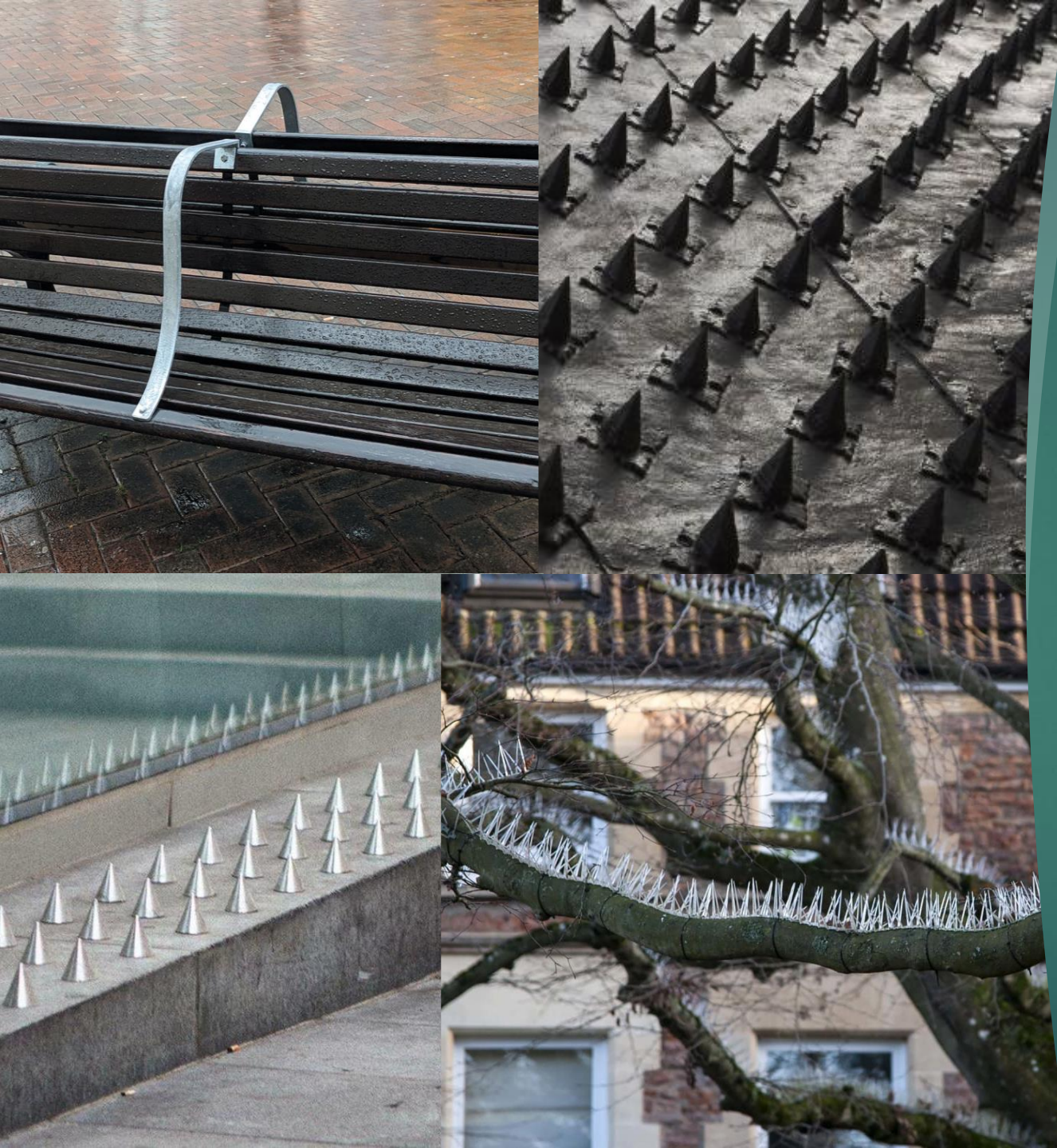
CHOICE

COLLABORATION

EMPOWERMENT

Why these photos? Tell us what you think.

- ▶ “We’re building barriers and walls around apartment buildings and public spaces to keep out the diversity of people and uses that comprise urban life... what is hostile to some is defensive to others.”
- ▶ Jon Ritter,
Architectural Historian
at NYU



Maintaining Professional Boundaries as a source of professional pride

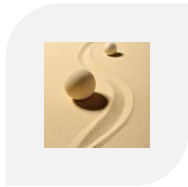
- ▶ Embrace limits and responsibilities of your role
- ▶ Build positive, productive relationships with colleagues and tenants
- ▶ Recognize and acknowledge Boundary crossings (hint-avoid misconduct)
- ▶ Trauma Informed Care
- ▶ Self-Care



Be Trauma Informed

Professional Boundaries

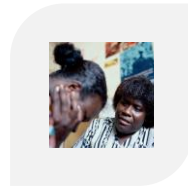
Stay true to your purpose and help maintain calm



THE LIMITS OF YOUR
ROLE



AGENCY
STANDARDS AND
PROFESSIONAL
ETHICS



HOW TO
CONTRIBUTE TO A
SAFE AND
THERAPEUTIC
ENVIRONMENT



YOUR ROLE AND
PURPOSE



HOW TO BUILD
RESPECTFUL
RELATIONSHIPS WITH
PEOPLE WE SERVE



HOW TO BUILD
RESPECTFUL
RELATIONSHIPS WITH
COLLEAGUES



Professional Boundaries

A physical, emotional or interpersonal dividing line that serves to protect the space between your power & a client's vulnerability

Be Trauma Informed:

Acknowledge power to avoid abusing power

ALL EYES ON YOU

The power of ROLE MODELING

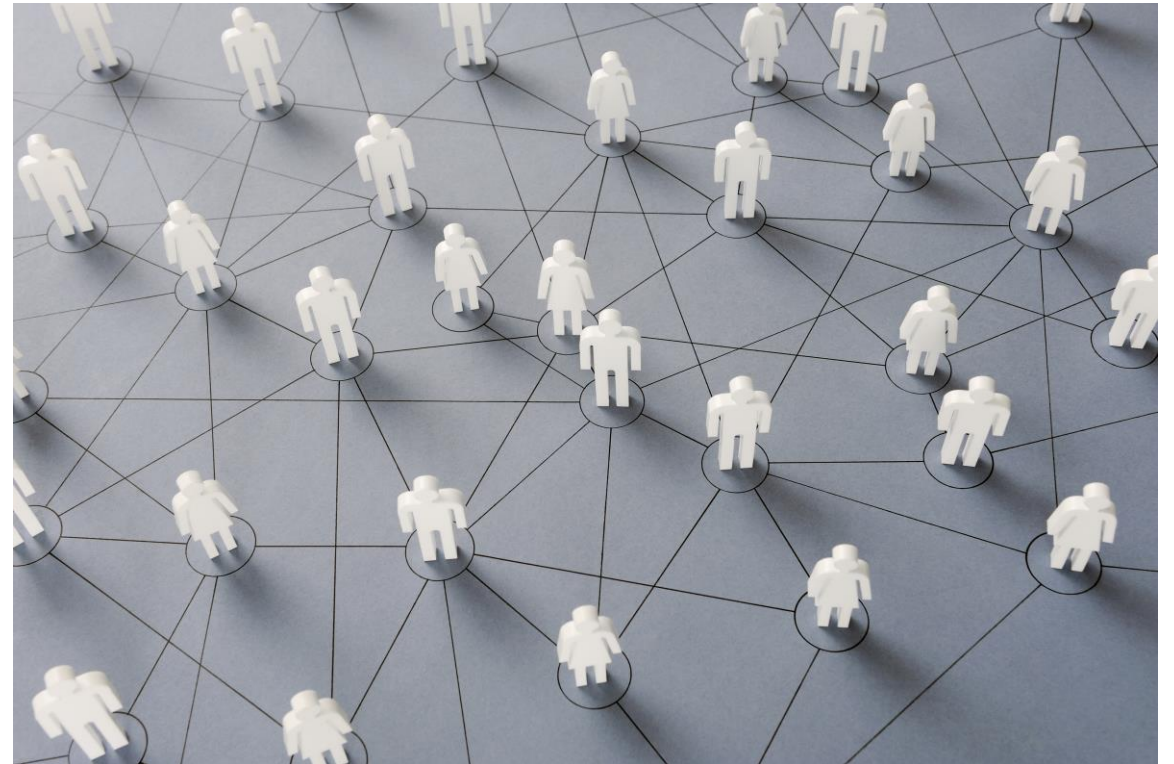
Inspire tenants to create and defend healthy boundaries in their lives, too.

Physical Boundaries

- ▶ Unique to each person
- ▶ Touch can easily be misconstrued and re-traumatizing
- ▶ Remember, personal property is an extension of self
- ▶ Privacy conveys respect
- ▶ Personal Space is different for everyone – ask about comfort zones – “May I sit here?”

Interpersonal Boundaries

- ▶ Topics of conversation
- ▶ Time in conversation
- ▶ Body language
- ▶ Dress code
- ▶ Social media



Emotional Boundaries

- ▶ Feelings and thoughts - share only what is in clients' best interest
- ▶ Over-identification
- ▶ Staff personal triggers
 - ▶ Aggression
 - ▶ Sexual behavior
 - ▶ Power struggles
 - ▶ Disrespect



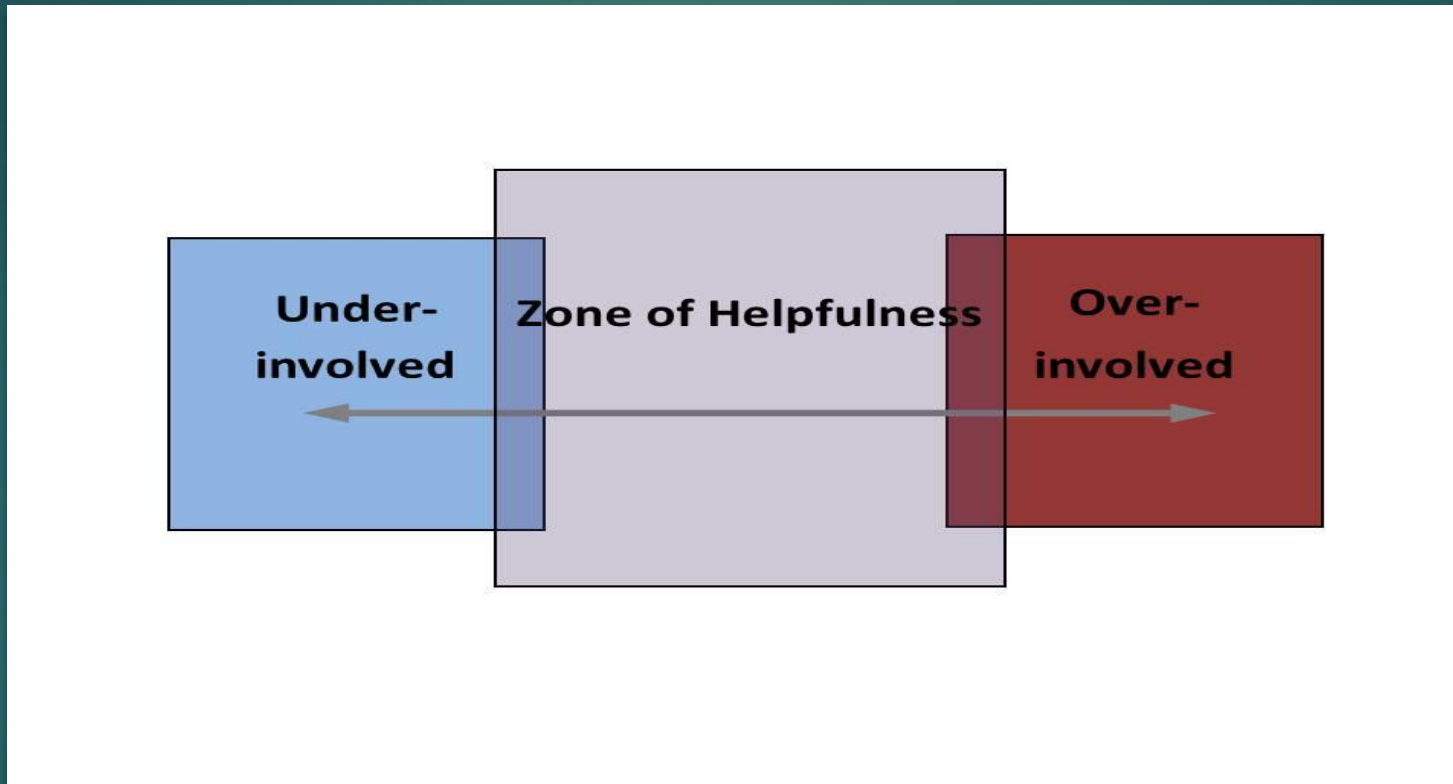
LET'S TALK!

Roles, Purpose and Responsibilities

- ▶ What are your roles
- ▶ Are there gray areas
- ▶ How are you supported to navigate uncertainty



The Continuum of Professional Behavior



Self-awareness and self-compassion are necessary to course correct

Under-involved

Over-involved



Disconnected from others
Lacking, warmth, compassion,
interest in others
Carelessly breaches
confidentiality
Seemingly disinterested in the
needs of others
Does not seek information,
support, training or supervision
Lack of curiosity
Lack of awareness of other's
safety and well being
Relieved when clients do no
show
Inadequate documentation
Blame client for their problems

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Does for, not with,
undermining independence
Overextends self risking
quality and safety
Keeps secrets and tells secrets
Overprotective, smothering,
overly permissive
Bends rules for special clients
Driven by own feelings, not
client need
Disregard for privacy
Overly focused on one or two
people
Sexual overtones

16

What happens In the Zone of Helpfulness

Provide flexible support,
promote independence

Work as part of a team to meet
client needs

Communicate and document
clearly, fully and in a timely way
to ensure client needs are met

Invest in and stay aware of
persons' safety and well being

Uphold confidentiality

Show optimism, compassion
and warmth

Involve people in decisions
and provide choice

Act in person's best interest

Always uphold or improve
quality of care

Consult with supervisors and
other team members

Acknowledge uncertainty
and ask for help

Why Boundaries are Important

18

Presented by The Bridge 6.24



Maintain safety of clients and staff



Maintaining a therapeutic environment supports tenants' growth and development and your safety



Consistent boundaries provide a corrective experience for tenants and promote your job satisfaction



Boundaries limit potential for re-traumatizing clients,



Clear boundaries promote job satisfaction, career development and safety for all

Risks of Unprofessional Boundaries



Abuse, neglect and/or mistreatment of people in care

Damage to the therapeutic relationship

Re-traumatizing clients and causing relapse, creating undue

Removing opportunity to learn and develop healthy boundaries with others

Role confusion – personal vs. professional

Legal consequences for staff

Increases likelihood of stress and burnout

Watch out Boundary Crossings ahead

Giving personal contact information to clients

Connecting on Social Media

Giving/receiving gifts or special favors

Continued contact/communication with clients after discharge

Meeting your needs over needs of the participant *in the context of service provision*

Disclosing work or personal problems to participants

Dressing differently for a client

Noticing unintended physical touching

Repeatedly thinking about a client away from work

Spending time off with a participant

Let's talk!

Examples of Boundary challenges

How to be friendly without being friends

How to stay within the purpose of your job

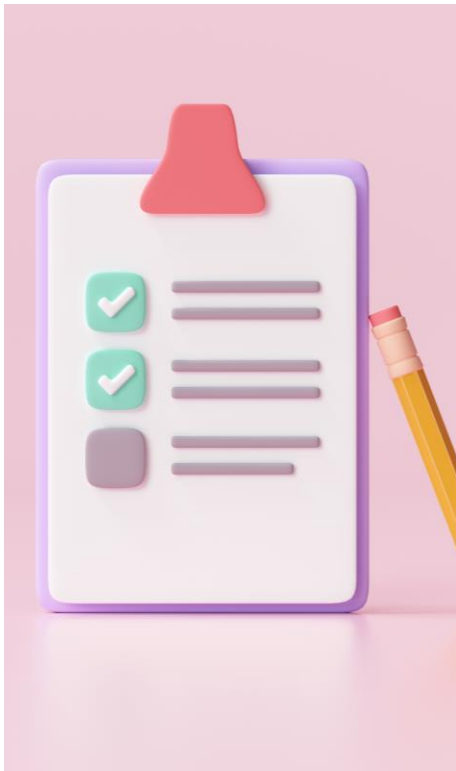
How to handle secrets, private or confidential information

How to respond to requests or demands for service or support that are not within your role

How to respond when clients complain about other staff

Tips for maintaining Professional Boundaries

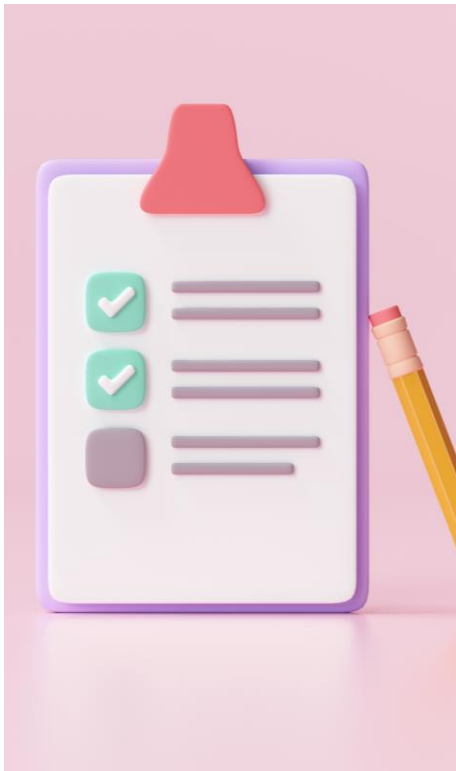
22



- 1. Do not seek out a personal relationship with your clients, or their family, friends, or support network. Have a balanced work and home life so your personal needs are met outside of work.**
- 2. Do not socialize with clients or their family, friends outside of work hours. Your work finishes at the end of your shift.**
- 3. Do not supply or use alcohol, drugs or other illegal substances during work.**
- 4. Turn up on time for your shift. Don't arrive late and leave early. People notice, including your clients. Organize your commitments and travel so that you have plenty of time.**
- 5. Do not smoke in front of clients, and do not lend or buy cigarettes for your clients. Encourage and model healthy lifestyle choices.**
- 6. Pay attention to your sad, bad, anxious moods. Breathe, take 5**

Guidance for maintaining Professional Boundaries

23



8. Do not borrow, ask for or lend money to clients. Do not talk about your personal financial or other life problems with clients
9. Do not ask for money, gifts, or special favors from your clients.
10. Do not allow clients to drive your own/work motor vehicle.
11. Do not give advice outside of your skills and expertise – e.g. financial, marital, relationship, medical – refer on to qualified professionals for any support needs.
12. Respect confidentiality and privacy – do not discuss information about your clients with your family or friends. Talk to colleagues and use peer supervisor.
13. Avoid disclosing personal information either by accident or on purpose including for example, phone numbers, addresses, email, marital information, social media, and on smart phones.
14. Do not criticize, complain about or discuss issues relating to other workers, staff, or the agency with your clients or their family. Work related issues and complaints need to be dealt with in the workplace.



Setting professional boundaries not only help us take care of our clients but also help us take care of ourselves.

SELF CARE

LOOKING AFTER OURSELVES
PHYSICALLY, EMOTIONALLY AND
MENTALLY

Good for our health

Good for our hearts

A reminder that we are worthy

It empowers us

We can start now





Prioritizing self-care isn't easy

TIPS FOR SELF-CARE

DRINK-UP
DEHYDRATION CAUSES BAD MOODS
DRINK ENOUGH WATER (TAP IS FINE!)

EAT WELL
SUPERFOODS ARE FINE BUT SO ARE BAKED BEANS AND CANNED FISH

SLEEP
DO WHAT YOU CAN TO GET A GOOD NIGHT'S SLEEP. IT IS NOT ALWAYS EASY BUT IT MATTERS

MOVE IT
OFTEN THE LAST THING WE FEEL LIKE DOING BUT THE BENEFITS OF EVEN A SHORT WALK OR SHORT BURST OF MOVEMENT ARE INNUMERABLE

GET OUT
SUNLIGHT IS A MOOD AND ENERGY BOOSTER

CLEAN UP
THE ENVIRONMENT IN WHICH WE LIVE HAS AN IMPACT ON MOOD

BUILD BOUNDARIES
DO NOT TAKE WORK HOME

