



Boundaries and Confidentiality

Overview

In Elevate's Boundaries & Confidentiality training, participants will learn the fundamentals of why professional boundaries and confidentiality are vital in social care work. Working with difficult issues can also be very stressful and draining work, and professional boundaries help us to manage ourselves and our emotions. Learners will walk away with a fundamental understanding of why professional boundaries are important and their responsibility to keep confidential the things that might damage or disenfranchise their clients. This course is eligible for 3 CEU credit hours.

Learning Objectives

- Types of Boundaries
 - Physical / Emotional / Relational
- Confidentiality
 - Within the agency
 - With other staff
 - With other clients
 - Outside of the agency in public & private

Course Agenda

Module 1: Boundaries

- Boundaries Defined
- Why are professional boundaries important in our work?
- Consequences of poor professional boundaries
- How are professional boundaries established?
- Who Negotiates Boundaries?
- Types of boundaries
 - Physical
 - Emotional
 - Relational
- Do's and Don'ts

- Respect for Colleagues
- Socializing
- Personal Information
- Drink/Drugs
- Participating in Illegal Behaviour
- Gifts
- Lending/Borrowing
- Buying/Selling

Module 2: Confidentiality

- Confidentiality Defined
- Confidentiality Guidelines
- Breach of Confidentiality