

# Ethics and Boundaries for Health Care Professionals

*The conference will be available in person and via WebEx*

**Two Opportunities**  
**October 19**  
8 am to 12:30 pm  
**November 16**  
12:00 pm to 4:30 pm

## Delivering bad news.Coping with the news...

Health care workers are often faced with delivering bad news to clients and families. Bad news could be the diagnosis, a change in disease progression, an inability to return to home, or any news that alters one's perception or plans for the future. This presentation will share communication skills, techniques, and approaches to working with clients and families during difficult life changing events. The social work values, ethics, and boundaries relative to importance of communication skills will be discussed. (2.0 hours) The objectives for this lecture section are to:

- 1) Provide examples of communication skills to develop rapport with families.
- 2) Offer techniques to foster communication that is empathetic, honest, and understandable when delivering bad news.
- 3) Review social work values, ethics, and boundaries relative to effective and empathetic communication.
- 4) Discuss how to respond with sensitivity to a variety of emotional reactions and questions.

## Boundaries in a Social Work Setting

Professional boundaries are a set of guidelines, expectations, and rules that set limits for safe, acceptable and effective care by workers. Boundaries influence our relationships with clients, families, colleagues, and students. Much of the literature on boundaries relates to clinical or therapeutic relationships. However, all social work settings offer the opportunities for boundary concerns, crossings, or violations. (1.0 hours).

The objectives for this lecture are to:

- 1) Review the NASW Code of Ethics standards that guide professional relationships and boundaries.
- 2) Review WI Administrative Code Chapter MPSW 20 on Conduct
- 3) Discuss self-disclosure, boundary crossings, boundary violations, and managing broken boundaries.
- 4) Review boundary scenarios and apply NASW standards.

## Resilience & Living Well as a Caregiver

Social workers have rewarding but tough jobs. Daily social workers witness life changing events, mental and physical illness, and trauma. Delivering life changing news can also take a toll on the practitioner, so it is essential practitioners take care of themselves. Social workers are not immune to reacting to the demands of their work, so in order to foster living and working well we need to maintain resilience. (1.0 hours)

The objectives for this lecture are to:

- 1) Define resiliency
- 2) Identify concerns for practitioners indicating a need to debrief.
- 3) Review NASW statement on self-care and NASW values, ethical principles and standards that require worker resiliency.
- 4) Discuss ways to build and maintain resilience.
- 5) Share examples of how to build an emotionally supportive work environment.

**Aspirus employees can register through healthstream. Community members can register through the following links:**

<https://www.aspirus.org/classes-events/virtual-ethics-and-boundaries-for-healthcare-profe-10056>

and <https://www.aspirus.org/classes-events/virtual-ethics-and-boundaries-for-healthcare-profe-10057>

## Jennifer J. Lang, MSW APSW



Jennifer J. Lang, MSW APSW has been a social work educator for 20 years. She is an Adjunct Professor and instructs classes in policy and research at UWM-Milwaukee and Mount Mary University. Jennifer has also taught death and dying, social work methods, and cultural diversity. Jennifer was named Outstanding Medical Student Educator by Medical College of Wisconsin in 2011, earned the Adjunct Faculty Teaching Award in the Helen Bader School of Social Welfare at UWM-Milwaukee, and was nominated for the Mount Mary University Excellence Teaching

Award. Jennifer is a practicing social worker in the Emergency Department Trauma Center at Froedtert Hospital since 2000. Prior to Froedtert, Jennifer worked at Northwest General Hospital for five years. Jennifer's direct practice includes crisis intervention, mental health, substance abuse, death and bereavement, and discharge planning. Jennifer also provides continuing education programs since 2008. Her list of topics includes ethics and boundaries, mental health policy, professional resilience, care transitions, and how to deliver bad news.

4 CEUs will be provided by Mount Mary University

The cost for Aspirus employees is free and for community members it is \$40.

