Lake County Council on Aging

BOUNDARY, CONFIDENTIALITY, and COMMUNICATION ISSUES

First Quarter 2016
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Total Training Time: 60 minutes

“Volunteers are the only human beings on the face of the earth who reflect this nation’s compassion, unselfish caring, patience, and just plain love for one another.”

Erma Bombeck, American Humorist and Author
What are boundaries?

- Boundaries are what set the parameters for any relationship we have.
- Boundaries are the set guidelines.
  - We never accept gifts from our clients
- Boundaries determine what are acceptable and unacceptable behaviors.
- Boundaries allow for clear set rules and clarification regarding what behaviors will be tolerated.
- Boundaries allow for people to feel more confident and self-assured about their role.
- Boundaries encourage a high standard of work.
- Boundaries are understood, sometimes unspoken, physical and emotional limits of a relationship.
- Boundaries are the demarcation of where you end and another begins.
- Boundaries are the line or limit you will not cross because of the negative impact.
- Boundaries are the established set of limits over your physical and emotional being that you expect others not to cross.
- Boundaries are the framework that gives clients and the Lake County Council on Aging team a set of acceptable behaviors.
- Boundaries are an important aspect to any volunteer’s life to ensure that you care for yourself.
- As a Lake County Council on Aging volunteer, you must always keep in mind that you are friendly, **BUT YOU ARE NOT YOUR CLIENT’S FRIEND.**
  - There is always an agreed upon purpose and time frame.
  - You are always devoted to the best interests of your client.
  - You always must maintain objectivity.

“Your current safe boundaries were once unknown frontiers.”

*Author Unknown*
Signs of Crossed Boundaries

- A need to have your relationships be “perfect”
- A feeling of being controlled by what others think
- This usually occurs one step at a time and without warning
  - Cleaning out the fridge leads to taking out the trash leads to changing light bulbs
- When you are uncomfortable sharing with your Lake County Council on Aging team
- When you are making special expectations to the client’s needs
- When you feel a sense of entitlement to your client
- Giving advice you are not qualified to give
- Not practicing within the scope of your volunteer job description

Signs of Ignored Boundaries

- Enmeshment: Being required to follow the rule that everyone else must think, feel, and act in the same way without deviation
- Disassociation: Blanking out during an emotional or stressful situation.
  - Symptoms include: ignoring or being out of touch with your emotions.
- Excessive detachment: A lack of establishing emotions towards someone. There is no desire on your part to form any attachment or connection to the other person.
- Victimhood of Martyrdom: Allowing yourself to be taken advantage of.
- Smothering: When another becomes overly intrusive of your personal space and emotions.

“Self image sets the boundaries of individual accomplishment.”

Maxwell Maltz
Establishing Healthy Boundaries

- Communicate clearly and with love instead of anger and irritation
- Identify your triggers
  - Identify why you allow your boundaries to be ignored: guilt, anger, fear, a desire to please
- Be Honest with yourself
  - Are you doing this because you really want to or is it out of guilt
- Don’t be afraid to say “NO”
- Be clear about your limitations
  - Don’t be afraid to discuss your time constraints
- Practice loving detachment
  - Understanding that you cannot only control your own reactions and emotions to a situation
- Identify the needed boundaries for yourself
  - These include intellectual, emotional, and physical
- Practice the boundaries you have identified for yourself
- Allowing yourself to do things your own way.
- Allowing yourself to establish and hold to the boundaries that you have established for yourself.
- Allowing yourself to care for yourself first.

“Millions of men have lived to fight, build palaces and boundaries, shape destinies and societies; but the compelling force of all times has been the force of originality and creation profoundly affecting the roots of human spirit.”

Ansel Adams
### Boundaries Quiz

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<td>T</td>
<td>F</td>
<td>1. It is alright to give out your personal information to a client.</td>
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<td>2. It is alright to accept a gift from a client and/or their family.</td>
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<td>3. It is alright to go gambling with a client’s money.</td>
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<td>4. It is alright to take your family over to visit with your client.</td>
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<td>5. It is alright to discuss your client with your friends and family.</td>
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<td>6. It is alright to spend your money on items for your client.</td>
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<td>7. Your client explains to you how nice it would be to go to the grocery store with you. You decide to help the client get into your car and take her. There is nothing wrong with this?</td>
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<td>8. As you are delivering Meals on Wheels, a client asks if you could change a light bulb in the bathroom. Is this something that you should be able to do?</td>
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<td>9. A client that you have been visiting for a year now needs help with grocery shopping. Another volunteer begins visiting and providing this service. It is alright to be upset that another volunteer is now involved.</td>
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<td>10. You are delivering Meals on Wheels and the client asks that you place the meal in the refrigerator. As you place the meal, you notice mold in the refrigerator. You decide to come back on your own time to help clean the fridge. There is nothing wrong with this.</td>
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Confidentiality and Privacy

The Definition of Confidential is as follows, as reported by Bing Dictionary:

1. Private and secret: carried our or revealed in the expectation that anything done or revealed will be kept private.
2. For select group: not available to the public, e.g. because it is commercially or industrially sensitive or concerns matters of national security.
3. Dealing with private affairs: entrusted with somebody’s personal or private matters.

The University of California, Research Administration defines both Privacy and Confidentiality as follows:

“Privacy is the control over the extent, timing, and circumstances of sharing oneself (physically, behaviorally, or intellectually) with others. For example, persons may not want to be seen entering a place that might stigmatize them, such as a pregnancy counseling center clearly identified by signs on the front of the building.

Privacy is...

- About people
- A sense of being in control of access that others have to ourselves
- A right to be protected
- Is in the eye of the participant.

Confidentiality pertains to the treatment of information that an individual has disclosed in a relationship of trust and with the expectation that it will not be divulged to others without permission in ways that are inconsistent with the understanding of the original disclosure.

Confidentiality...

- Is about identifiable data
- Is an extension of privacy
- Is an agreement about maintenance and who has access to identifiable data
- In regards to HIPAA, protects patients from inappropriate disclosures of "Protected Health Information" (PHI)

Privacy is about people. Confidentiality is about data.”
All Lake County Council on Aging Staff and Volunteers are:

- Responsible for securing personal health and safety information when making visits to private homes, apartments, and other areas of practice.

- Responsible for keeping personal health and safety information out of view and locking materials in the trunk when not in use.

- Responsible for maintaining all personal health and safety information in a secure location during off hours.

- Responsible for notifying a Lake County Council on Aging staff member if this information is lost or stolen.

The Lake County Council on Aging Confidentiality Policy is as follows:

Our professional ethics require that each employee (and volunteer) of the Council on Aging maintain the highest degree of confidentiality when handling client matters. In order to maintain professional confidence, employees (and volunteers) should not disclose client information to outsiders, other clients or third parties, or members of one’s own family. Client information should also not be disclosed to other employees or volunteers who do not need to possess such information.

Employees (and volunteers) should, among other things, properly dispose of unneeded paper or documents, refrain from discussing client matters in open areas where information may be overheard, and refrain from leaving client information in sight where others may see it.

In addition, as professionals, we must ensure that client files are handled with care and treated as confidential. The impression clients have of our organization will be based, in part, on the way on which we care for their records.

Because we consider confidentiality breaches to be very serious, if you improperly disclose or mishandle confidential client information, you will be subject to disciplinary action, up to and including termination of employment.

“Confidentiality is a virtue of the loyal, as loyalty is the virtue of faithfulness.”

Edwin Louis Cole
Confidentiality Quiz

1. It is alright to leave your client’s information sitting on the front seat of your car.

2. It is alright to talk to the client’s neighbor about concerns you have about the client.

3. You happen to see the client’s daughter in the grocery store. It is alright to approach the client’s daughter and begin speaking openly about your role with the client.

4. It is best to place the Meals on Wheels Route sheet in the pocket located on the red-heated bag.

5. It is alright to speak with another volunteer in the congregate meal site about a client receiving Meals on Wheels.

6. It is alright to leave the “you were not home” paper, face up at the front of the client’s home.

7. It is alright to share your personal cell phone number with the client.

8. It is alright to place client’s personal information on your kitchen counter.

9. If you have concerns about a client, it is best to speak with the volunteer coordinator or the nutrition site coordinator.

10. It is alright to bring your grandkids to a client’s home at any time.
What is Communication

Verbal Messages: The words we choose

- Make sure the words you choose are clear and concise
  - If not, your message will be lost
- Make sure the message is clear, succinct, and organized
  - If not, your listener will stop listening
- Make sure the words are free of jargon
  - Choose words with the intention of making your message clear
- Do not create resistance because of the words chosen
  - Choose words that are non-threatening and without judgment or blame

Para-verbal Messages: How we say the words

- It’s not what you say but how you say it
- This form of communication accounts for 38% of the listeners perception and understanding
- Interpretation of the use of words through tone, pitch, and pacing
- When we are angry or excited, our speech becomes more rapid and higher pitched
- When we are bored or depressed, our speech becomes slower and monotone
- When we are defensive, our speech is often abrupt

Non-verbal Messages: Our body language

- You CANNOT not communicate: we are always communicating
- This communication accounts for 55% of the listeners perception and understanding
- Facial Expressions
  - Biggest conveyor of emotional information
  - Eyes are most expressive when communicating joy, sadness, anger, and confusion
- Postures and gestures
  - Use of nonverbal cues
  - Gathering up papers and fidgeting: signs the conversation is over
Listening

Listening is a combination of hearing what the person is saying and deciphering the nonverbal cues being sent.

It requires:

- A want to understand what is being communicated
- A willingness to leave behind one’s own views and see things through another’s perspective
- An attitude of respect and acceptance
- A high level of concentration
- An ability to suspend judgment
- A willingness and desire to connect with the speaker

Key Listening Skills

- **Non Verbal**
  - Giving full attention to the speaker
  - Being aware of the speaker’s non verbal cues and messages

- **Verbal**
  - Paying attention to the words and feelings being communicated
  - Using the following to ensure an understanding of what is being said
    - **Paraphrasing:** concise statement of the content being said on the part of the listener
      - Should be brief and focused on the facts of the statement
      - Should always be in the listeners words, not the speakers
  - Reflection: concentration on the feelings being conveyed
    - Should be brief and focused in the emotion being portrayed
  - Summarizing: a statement of the main ideas and feelings to show an understanding of what has been said
    - Can only be used after a considerable amount of information has been shared
  - Questioning: asking open questions to gain information and encourage the speaker to tell their story
    - This is only effective with the use of open-ended questions
Use of Open-Ended Questions

Sometimes, we have difficulty encouraging a client to talk. One reason, may be that the questions being asked are dead end questions being answered easily with a simple “yes” or “no.”

The use of open-ended questions concentrates on the client, how they feel about particular things, what is important to them. Through the use of open-ended questions, you can focus on the client and give them the room they need to express their feelings. You let the client know that you are listening to them.

Open-ended question examples:

a. Tell me how we can help you.
b. You mentioned you were going to speak with your neighbor. Did you?
c. Tell me about your family.

“A” and “C” are open-ended question examples. “B” is a “yes” or “no” response only.

a. What was that like for you?
b. How did you feel about that?
c. Did you feel funny when that happened?

“A” and “B” are open-ended question examples. “C” is a “yes” or “no” response only.

a. How are you feeling today?
b. Do you need anything?
c. How can I help you today?

“A” and “C” are open-ended question examples. “B” is a “yes” or “no” response only.

“The way we communicate with others and with ourselves ultimately determines the quality of our lives.”

Anthony Robbins
Communications Quiz

T F 1. The following is an appropriate open ended question to ask if you need to find out how someone is feeling, “Can you tell me how you’ve been feeling lately.”

T F 2. Paraphrasing is a great tool to use when the client has given you a lot of information and you want to ensure you understand the context.

T F 3. 55% of the way we communicate is done through our body language.

T F 4. 38% of the way we communicate is through the words we use.

T F 5. You can listen through verbal and non-verbal tools.

T F 6. “Do you need anything” is a good open-ended question.

T F 7. Being a good listener means suspending your own judgment of a situation.

T F 8. Listening is about hearing the words being said and watching body language.

T F 9. Meaningful communication is done mainly through the words we say.

T F 10. Using paraverbal skills to communicate allows you to listen to the person’s tones and inflections.

Name:__________________________________

Site:___________________________________

Date:___________________________________
The information contained in this training has been provided by:

2. Examiner.com
3. National Meals on Wheels Foundation: mealsandwheelsandmore.org
4. University of California, Research Administration