

# November Staff Meeting

*Joining Hands Visitation*

*11/17/2019*



# Agenda

## *Topics of Discussion*

- ▶ Clinical with D. Shepard
- ▶ Professional Boundaries
- ▶ Visitation
  - ❖ School Age Children
  - ❖ Community Visitation
  - ❖ Record Keeping
  - ❖ Unauthorized Individuals
- ▶ Cancellations
  - ❖ Current Policy
  - ❖ Policy Addendums
- ▶ Schedule Changes
- ▶ Reimbursements
- ▶ Announcements
  - ❖ New Team Leads



# Clinical with Diane Shepard



# Professional Boundaries in Social Work and Social Care

A Practical Guide To Understanding, Maintaining And Managing Your Professional Boundaries

Authored by Frank Cooper



# Professional Boundaries

- ▶ DEFINITION: A set of guidelines, expectations, and rules which set the ethical and technical standards in the social care environment. They set the limits for safe, acceptable, and effective behavior by workers. (p.13)
- ▶ Professional boundaries are NOT the same as the day-to-day boundaries/rules of your workplace...
- ▶ For example, the cancellation of a visit if a birth parent does not arrive within the 15-minute grace period is both a DCYF and JHV policy.
- ▶ Professional boundaries ensure that policy and procedures are enforced consistently. (p.12)



# How Tight Are Your Boundaries?

## The Self-Assessment Questionnaire

Cooper, Frank. Professional Boundaries in Social Work and Social Care: A Practical Guide to Understanding, Maintaining and Managing Your Professional Boundaries. Jessica Kingsley Publishers, 2012.



# WHY DO WE HAVE BOUNDARIES?

The quality of a service is determined by the ability of the staff and managers to work within their professional boundaries. (p. 30 - 37)

- ▶ To provide a framework for the relationship
- ▶ To set the limits between clients and workers
- ▶ To keep the relationship on a professional level
- ▶ To avoid feeding into clients' vulnerability
- ▶ To ensure health and safety
- ▶ To establish a safe, supportive relationship
- ▶ To ensure good practice and minimum standards
- ▶ To build and maintain client trust
- ▶ To ensure consistent service delivery
- ▶ To ensure team coherence





# Why Do We Have Boundaries?

- ▶ To prevent burnout
- ▶ To minimize misunderstanding
- ▶ To teach boundaries
- ▶ To provide a role model for clients
- ▶ To ensure equality of access
- ▶ To reduce the risk of client exploitation/abuse
- ▶ To prevent role confusion
- ▶ To build independence
- ▶ To empower clients
- ▶ To provide professional detachment/objectivity
- ▶ To maintain focus
- ▶ To manage clients' behaviour assertively
- ▶ To minimize clients mirroring personal behavior/feelings





# Why Worry About The Details?

- ▶ It is much harder to maintain boundaries when boundaries have previously been crossed
- ▶ People sense and react to the boundaries in an environment
- ▶ Major boundary crossings are almost always preceded by a series of minor boundary crossings
- ▶ You can never really tell how a situation will unfold



# How We Manage Boundaries

- ▶ Treating Clients Respectfully
- ▶ Respecting And Looking After Ourselves And Other Team Members
- ▶ Keeping Within Our Role
- ▶ Managing Interpersonal Relationships
- ▶ Managing Our Own Emotions
- ▶ Managing Our Own Behaviour
- ▶ Having Clear And Regular Communication (With Clients/Management/Team)
- ▶ Not Colluding With Clients
- ▶ Having Consistent Team Boundaries
- ▶ Enforcing Rules
- ▶ Maintaining Paperwork
- ▶ Having Boundaries For Accessing Service



# UNDERSTANDING NEGATIVE CONSEQUENCES

Each negative consequence can cause other negative consequences and the pushing of more boundaries. ...In this way, a snowball effect can occur with a relationship becoming more out of control, less focused and more inappropriate if it is not dealt with. (p. 131)

- ▶ Unrealistic expectations
- ▶ Clients withdrawing
- ▶ Damage to clients
- ▶ Resentment/anger
- ▶ Appearance of impropriety
- ▶ Dependency
- ▶ Transference
- ▶ Attachment
- ▶ Distraction from task/purpose
- ▶ Splitting a team
- ▶ Manipulation
- ▶ Disciplinary Action
- ▶ Barring
- ▶ Lack of Protection



# How Tight Are Your Boundaries?

The Self-Assessment Questionnaire Review & Discussion

Cooper, Frank. Professional Boundaries in Social Work and Social Care: A Practical Guide to Understanding, Maintaining and Managing Your Professional Boundaries. Jessica Kingsley Publishers, 2012.



# Visitation

## *Keep Things Running Smoothly*

### School Age Children

- ▶ Be aware of changes in availability
  - ❖ Retrieve a copy of the school calendar
    - Parent/Teacher Conferences
    - Early Release/Dismissal
    - Observed Holidays
  - ❖ How does it affect travel time
  - ❖ Does pick-up location change
  - ❖ Does drop-off location change

### Community Visitation

- ▶ **ALWAYS** be aware of drive time before agreeing to a new location
  - ❖ Does it impact visit start time?
  - ❖ Ensure Foster Parents are alerted to any change in pick-up and drop-off
- ▶ Communicate **ALL** changes in the corresponding group message including the staff line.
- ▶ Always know prior to visit, never inquire the day of.





# Visitation

## *Keep Things Running Smoothly*

### Record Keeping

- ▶ Mileage Log
  - ❖ If two Parents are involved in the visit, capture signatures from both.
- ▶ Visit Report
  - ❖ Record time the amount of time an authorized visit participant was in attendance for a visit.
    - Indicate who they are in relation to family - SW, Parent Educator, Therapist, etc.

### Unauthorized Individuals

- ▶ Immediately turn them away
  - ❖ Consequence of noncompliance is early **TERMINATION** of visit
- ▶ Change visit location to a more controlled setting.
- ▶ Transport **ONLY** the children
  - ❖ No other people in the vehicle except for JHV Staff.
- ▶ Encourage Parent to speak to Social Worker
- ▶ Always **VERIFY!!**





# Cancellations

## *Birth Parent Unavailable*

### Current Policy

- ▶ **MUST** be made with 24 hours notice **NOT** to count as a strike
  - ❖ By 6:00 pm the day prior
- ▶ 15 minute grace period or it is a No Show
- ▶ 7 business days to schedule a make-up and **MUST** be completed within 30 days

### Policy Addendum

- ▶ 5 or more cancellations with 24 hour notice is **EXCESSIVE** and will result in the case being referred back
  - ❖ Does **NOT** pertain to cancellations made for:
    - Court - Parent **MUST** attend
    - Social Worker, Parole/Probation Officer
    - Medical - Documentation required
    - Child Unavailable
    - Services
      - i.e. Housing



# Cancellation

## *Visit Supervisor Unavailable*

### Current Policy

- ▶ Reach out to the team on the staff line **BEFORE** canceling
- ▶ Relay any changes, permanent or temporary, to the Substitute and to Admin Staff
  - ❖ Verify Tsheets information is correct:
    - Pick-up, Drop-off time and location
    - Car seat information
    - Visit location
    - Contact information

### Policy Addendum

- ▶ If you're not feeling well, do so **IMMEDIATELY** - do **NOT** wait till the morning of to see if you feel better
- ▶ Record the date the cancellation was made, if done ahead of time, on the visit report
- ▶ Notify the Birth Parents and Foster Parents of the temporary Substitute
- ▶ Keep track of them in your case file



# Schedule Changes

## *No Last Minute Louie!*

- ▶ Know of an upcoming event you need to attend or wish to participate in?
  - ❖ Arrange a make-up schedule immediately
  - ❖ Attempt to complete at least ½ of the make-up time prior to departure
  - ❖ Submit a Time Off Request with agreed upon make-up schedule
    - Electronic copy - email to [HR@joininghandsvisitation.org](mailto:HR@joininghandsvisitation.org)
    - Hard copy - turn in to Human Resources mailbox
- ▶ The **ONLY** exceptions is an emergency - Do **NOT** cancel your visit
  - ❖ In the event of an emergency, reach out to the team
    - Specify your communications if necessary
    - Review Tsheets for possible coverage
- ▶ If cancellation is unavoidable, notify all parties, and emphasize that time will be made up.



# Reimbursements

## *Money Spent During Visitation*

### Policy

- ▶ **MAXIMUM \$7.03** per child
  - ❖ Including tax
- ▶ **NO** reimbursement for Parent/Child Visits
  - ❖ Parent is responsible for all fees, including admittance fee for VS
  - ❖ Exception is a No Show
  - ❖ Per State and Agency policy
- ▶ **MUST** be turned in by the end of the month to receive reimbursement
  - ❖ That is the 30<sup>th</sup> or 31<sup>st</sup>, **NO LATER!**

### Receipts

- ▶ They **MUST** be **ITEMIZED** - state what was purchased
- ▶ **NOT** just the subtotal, tax, and total spent
- ▶ Indicate what was purchased for the children if you bought something for yourself
- ▶ Notate the corresponding case name and place in the correctly labeled mailbox



# New Team Leads

Going forward all Team Members will email their visit reports to their Team Leads and CC visitation.

## Tara Bethea, Team Lead

- Aaron Scafe
- Lois Parks
- Tara Svay

## Nikita Nowells, Team Lead

- Amanda Williams
- Hannah Threatt
- Jeremy Wallace
- Tori Chapman

## Benjamin Parks, Team Lead

- Jessica Mills
- Kimberly Nowells
- Payton Jones
- Ronda Johnson





← → ↺

webmail5.networksolutionsemail.com/appsuite/#!/&app=io.ox/mail&folder=default0/INBOX

Apps

Admin

Casework

JHV Web

Grant Writing

Resources

JHV

Webmail Sign in

[Case Name] Visit Report [Date]

From

Nikita Nowells <nikita@joininghandsvisitation.org>

To

Team Lead Email

CC BCC

Subject

[Case Name] Visit Report [Date]

Attachments

Signatures Options

↶ ↷ B I U

☰ ☷ ☹ ☹

Formats

Font Family 12pt

🔗 🖼


A A

[Case Name] repot attached.

No visit notes to follow.

**Nikita Nowells**

**PCV Lead Coordinator, Quality Assurance, & Office Manager**



**Joining Hands Visitation**  
Reconnecting Families & Creating  
Better Futures

[www.joininghandsvisitation.org](http://www.joininghandsvisitation.org)  
1217 6th Ave SE #204, Leavenworth, WA 98502

Send

Save

Discard





# Happy Birthday

*Wishing You Many Happy Returns*



- ▶ Aaron Scafe - November 19<sup>th</sup>
- ▶ Tara Svay - December 4<sup>th</sup>
- ▶ Jeremy Wallace - December 20<sup>th</sup>



# Sunday, January 12, 2020

Next Staff Meeting

