COTBC Webinars

Today’s session will start shortly

Professional Boundaries

Welcome!

• Participants are placed on mute.
• Please type your questions in the chat box.
• Sessions are recorded and posted within 24 hours.
• Please complete the evaluation.

Today’s speaker....

Andrea Bowden
Practice and Policy Consultant
Today’s Session

<table>
<thead>
<tr>
<th>Timing</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 -12:05</td>
<td>Introductions</td>
</tr>
<tr>
<td>12:05 - 12:25</td>
<td>Fostering Therapeutic Relationships, and Recognizing, Preventing, and Managing Professional Boundary Issues</td>
</tr>
<tr>
<td>12:25 - 12:35</td>
<td>Hot Topics</td>
</tr>
<tr>
<td>12:35 - 12:40</td>
<td>Questions and Answers</td>
</tr>
<tr>
<td>12:40 - 12:45</td>
<td>Wrap-up</td>
</tr>
</tbody>
</table>

“Therapeutic Relationship

“The relationship between the OT and client in the context of providing care” (COTO)
QUALITY PRACTICE WEBINARS

Built on a foundation of...

- trust
- respect
- empathy
- personal closeness
- professional judgement

QUALITY PRACTICE WEBINARS

OT’s foster therapeutic relationships by:

- Assuming responsibility for boundaries
- Respecting uniqueness and diversity
- Recognizing position of power
- Building rapport
- Using client-centred approach

QUALITY PRACTICE WEBINARS

OT’s foster therapeutic relationships by:

- Explaining role/services
- Obtaining consent
- Inviting client to involve those important to them
- Reflecting on practice
- Understanding Code of Ethics, Standards, etc.
- Participating in policy development
**Professional Boundary:**

“the implicit or explicit demarcation separating the professional relationship with a client from one that is personal” (COTO)

**Boundary Crossing:**

- A behaviour in a relationship that may compromise the therapeutic relationship with the client.
- Can involve an intentional excursion over the line with a return to established limits.

**Boundary Violation:**

When the nature of the therapeutic relationship moves from a professional one to also being personal and non-therapeutic, such that harm or the potential for harm can come to the client.
Recognizing Professional Boundary Issues

Understand:
• types of violations
• practice context risks
• the power imbalance

Personal and professional risk factors:
• own physical/mental health
• personal stressors
• social/professional isolation
• knowledge about boundaries
• loneliness

Recognize:
• Personal beliefs, opinions, or values
• Situations of direct/indirect benefit for the OT
• If others could perceive an issue.
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Recognizing Professional Boundary Issues

Monitor:
• Client behaviours
• Changes in the therapeutic relationship
• Own actions

Warning Signs
✓ Selecting clients based on certain features
✓ Providing increased attention
✓ Disclosing your personal information
✓ Being preoccupied with a client
✓ Looking forward to physical contact
✓ Dressing differently
✓ Experiencing discomfort or defensiveness
✓ Receiving feedback from others

Preventing Professional Boundary Issues
• Not allowing personal beliefs to impact relationship
• Building cultural awareness
• Developing policies
• Avoiding activities that compromise objectivity
• Establishing and communicating boundaries
• Modifying/setting up the practice environment
• Not touching a client in a non-therapeutic manner.
QUALITY PRACTICE WEBINARS

Preventing Professional Boundary Issues

• Avoiding entering into dual relationships such as:
  • with those the OT has a personal relationship with
  • non-therapeutic relationships with current clients
  • non-therapeutic relationships with former clients

• Avoiding special or discriminatory treatment
  ➢ special exceptions
  ➢ billing irregularities
  ➢ disclosure of personal information
  ➢ exchange of gifts
  ➢ activities not part of therapeutic relationship

• Addressing:
  ➢ own emotional reactions to a client
  ➢ indicators that signal a boundary crossing of violation
  • Not exploiting OT status for personal gain
  • Providing clients with information on alternate options.
Managing Professional Boundary Issues

• Seek assistance
• Discuss concerns with clients and re-establish boundaries.
• Accept responsibility

When unavoidable:
- Clarify roles
- Set boundaries
- Obtain and revisit consent
- Document

• End relationship and arrange alternate care
• Follow Duty to Report requirements
My client wants to become ‘friends’ ...

Want to learn more?

Pause Before you Post: Social Media Awareness for Regulated Healthcare Professionals

http://www.coto.org/media/2013-06-20/SocialMedia/story.html

COTBC Podcasts:

- Professional Boundaries...Is There an “App” for That?
- Where r u @ Social Media and OT Practice
Bylaws

Section 68: Professional misconduct:

(k) falsifying a record relating to the registrant’s practice

(l) signing or issuing in the registrant’s professional capacity, a document that the registrant knows contains a false or misleading statement

(m) submitting an account or charge for services that the registrant knows is false or misleading
Can I accept a gift from a client?

Can I date my client’s father/mother?

THANK YOU FOR LISTENING... Questions?

- Please fill out the evaluation.
- Recording will be available in 24 hours
- Additional questions? Email practice@cotbc.org
- Join us on Facebook, Twitter, LinkedIn, and Instagram @OTCollegeBC
### UPCOMING WEBINARS

#### Coming up!

<table>
<thead>
<tr>
<th>Exam Prep Series</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question &amp; Answer Sessions</td>
<td>Jan. 7, 2016</td>
</tr>
<tr>
<td>Navigating the online exam environment</td>
<td>Jan. 21, 2016</td>
</tr>
</tbody>
</table>

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HAPPY HOLIDAYS!