

Ethics Overview
for
Peer Support Specialists

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Carla Neely, Recovery & Resiliency Administrator, and PSS

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About the Presenters:

Foley Nash, LPC-S, LMFT-BAS is a licensed Professional Counselor, a licensed Marriage & Family Therapist, & a clinical supervisor for both disciplines. Foley is a former President (2005-2007) of the Louisiana Mental Health Counselors Association (LMHCA), & a former Chair of both the Ethics & the Government Relations Committees for the Louisiana Counseling Association (LCA). In practice since 1984, & formerly the Children's System Administrator of the LBHP under Magellan, he is currently the Director of Behavioral Health for Aetna Better Health of Louisiana.

Foley & his wife Glenda have been dually certified as both foster & adoptive parents. Natives of northeast Louisiana (Monroe area), Foley & Glenda have also lived in Lafayette (1990-2001), & in Slidell (2001-2012), & relocated to Baton Rouge in 2013. They have one son, now 30, whom they adopted from foster care when he was age six. They have both worked closely over the years with the problems that stem from his early childhood abuse (& early ACEs): Bipolar Disorder, Attachment Disorder, Conduct Disorder, ADHD, PTSD, & Pervasive Developmental (ASD) issues.

As a result of his history & education, Foley has considerable experience working at various levels with both the clinical & the family issues impacting the Medicaid-eligible population of Louisiana, as well as the related ethical considerations.

About the Presenters:

Carla Neely, Recovery and Resiliency Administrator, Aetna Better Health of Louisiana, PRSS

Carla is a native of Philadelphia, Pennsylvania, who relocated to Baton Rouge in February, 2012 to assume the position of Recovery and Resiliency Coordinator for Magellan Behavioral Health. As such, she created and implemented the Peer Support Whole Health and Resiliency wellness initiative, and supported and helped grow the Louisiana Warm Line. Both initiatives were targeted to the peer community to support holistic health.

Currently, as the Recovery and Resiliency Administrator for Aetna Better Health of Louisiana, Carla co-chairs the Aetna Better Health of Louisiana Advocacy Advisory Committee, and works on projects as diverse as healthcare equity and expanding the knowledge and accessibility of peer support, and the incorporation of recovery and resiliency principles in a fully integrated system of care.

Learning Objectives

As a result of attending this activity, participants will be able to describe the following items, and use them as needed to increase their ability to identify & avoid (or manage) ethical challenges in future.

1. The Common Elements of a Code of Ethics
2. The Core Values & Principles of a Code of Ethics
3. The Code of Ethics for La. Peer Support Specialists
4. A General Model for Ethical Decision-Making
5. Common Ethical Challenges, & Approaches to Address Them

Why have a Code of Ethics?

The principles in Louisiana's Peer Support Specialist Code of Ethics guide Certified Peer Support Specialists in their various

- (1) roles,
- (2) relationships, &
- (3) levels of responsibility in which they function professionally.

AND: help to preserve objective & professional relationships with peers that they serve.)

An Ethical Decision-Making Model – Part 2

- 4. Attend to the emotions in the situation.
- 5. Involve your client as much as possible.
- 6. Identify desired outcomes, then generate potential courses of action
 Consider consequences of all options, & decide on a course of action
 Evaluate the selected course of action: (risks vs. benefits)
 Justice: Would I treat others the same?
 Publicity: Would I want this reported in the press?
 Universality: Would I recommend this action to another PSS
 in the same situation?
 Moral traces: lingering feelings of doubt, discomfort
- 7. Implement the course of action, document, and follow up.

Ethical Decision-Making – Next Steps

DOCUMENTATION:

In Louisiana, proper record keeping is required by law. Proper documentation is also part of best practice.

Document your decision making processes.
Document your consultation(s).

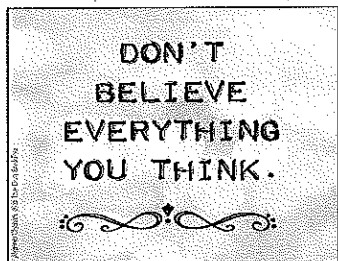
Legal standard => What a similarly trained professional would have done in the same situation

A Risk Management Tool Kit:

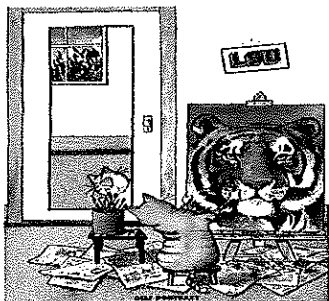
Good to have access to and awareness of:

- 1. Relevant codes of ethics
- 2. State licensing/certification law, and code of conduct
- 3. Federal statutes, regulations, relevant case law
- 4. Helpful, current publications, articles, checklists (insurance company?)
- 5. Contact information for local professionals for consultations
 (peer consultants, clinical consultants, attorneys, colleagues, etc.)

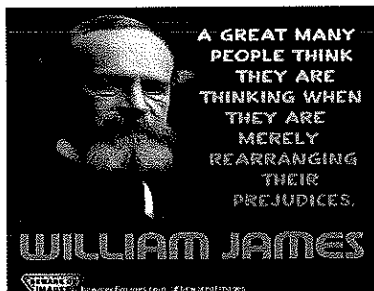
Why Is Consulting Important?



A Self-Image Can Be Positive or Negative



Consulting gives you another viewpoint



Two Common Ethical Pitfalls

TRANSFERENCE:

Consumer or family reactions toward you:

Reactions may be positive – they like you, maybe too much!

Reactions may be negative – they dislike you, maybe a little, maybe a lot!

COUNTERTRANSFERENCE:

Your reactions toward the consumer or a family member:

Your reactions may be positive – you like them, maybe too much!

Your reactions may be negative – you dislike them, maybe a little, maybe a lot!

Ethical Challenge – The Relationship

1. Boundaries: Are boundary crossings & violations different?
2. Dual relationships, & even multiple relationships:
 - a. Factors to consider before getting into a multiple relationship
 - b. What can you do to avoid the "slippery slope"???
 - c. Thoughts on avoidance of dual/multiple relationships
3. What about the dual relationships that go with Social Media? Facebook, chat rooms, texting, e-mail, your/their internet sites...

Dependence Challenges

This type of relationship challenge may include:

1. Over-importance to you of the helper role, so that you become inclined to foster their dependence on you and your services
2. Resentment of their neediness or demands, so that you may be inclined to take their dependence personally, and perhaps be angry, or be intimidated by interactions with them
3. Taking their anger personally, which can also lead to resentment or feeling intimidated, and avoidant or negative interactions

Social Media Scenarios: (ACA Code references)

- 1. "Why not be Facebook friends? I don't think it could cause any harm."
H: 4b Professional Boundaries, & A: 5e Personal Virtual Relationships with Current Clients
- 2. "Use social media to advertise my PSS business? Sounds like a great idea to get the word out." H: 6a Virtual Professional Presence, C: 2b New Specialty Areas
- 3. "A little snooping never hurt anyone. Besides, if I eavesdrop on my client's personal site, I might just learn how to be more helpful to them."
H: 6c Client Virtual Presence Protection, A: 6e Nonprofessional Interactions
- 4. "I struggle with making some ethical decisions, & social media (chat-room?) might be a good way to get input from other professionals, & move toward best practices."
H: 2b Confidentiality Maintained by Counselor, I: 1b Ethical Decision Making

Your Own Examples of Ethical Questions:

Let's take some time to hear about and discuss some ethical questions that you

- (1) have faced,
- (2) expect to encounter in the future, or
- (3) have heard about from others.

Which of the 14 principles in the Code of Ethics might best apply to address each issue? And, how could the Ethical Decision Making Model be useful?

Important to be aware of:

- 1. The need for clarifying your values and their role in your work
- 2. The ethics of imposing your values on clients
- 3. Your stand on value conflicts: To refer or not to refer

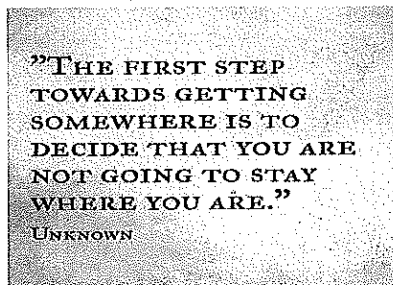
The Usual Suspects:

In a study over the past 10 years:

(Understanding Counselor Liability Risk, Executive Summary, HPSO, 2014)

1. Most professional liability claims (66.7%) involved face-to-face activity with an individual client. (50.8% of all claims took place in an office-based setting).
2. Claims primarily involved adults (92.1%), but child clients through age 17 (7.9%) resulted in an average claim payment almost 3 times higher than the payment for an adult.
3. The most frequent malpractice allegation (39.7%) was an inappropriate sexual/romantic relationship with a client, their spouse/partner, or family member.

Making a change



4-Step Adult Learning Model for Any New Skill

Step	Name	Description
4-	<u>Unconscious Competence</u>	= (internalized ,to the automatic level?) I can do it <u>without having to think</u> about it.
3-	<u>Conscious Competence</u>	= I can do it if I <u>focus & concentrate</u> on it.
2-	<u>Conscious Incompetence</u>	= <u>Now</u> I know what I didn't know before.
1-	<u>Unconscious Incompetence</u>	= I <u>didn't know</u> what I didn't know.

Pay attention to your limits ... when they apply!

**I AM RESPONSIBLE
FOR WHAT
I SAY.

I AM NOT RESPONSIBLE
FOR WHAT YOU
UNDERSTAND.**

References

- American Counseling Association Code of Ethics, www.counseling.org, 2014
- Program Manual, Peer Support Specialist Program, Louisiana Office of Behavioral Health, DHH, pp 10-11 (Peer Support Specialist Code of Ethics)
- Ethical and Legal Issues in Counseling, A Louisiana Licensure Board update, a presentation at the Louisiana Counseling Association Annual Conference, 2011
- Understanding Counselor Liability Risk, Executive Summary, Healthcare Providers Service Organization, www.hpso.com, 2014

Q & A:

Questions & Answers

Discussion, & Action Steps
(What will you change?)

Contact Information

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*Thank You for Your Time!
We Hope You Find the Information Usefull*
