

## Social Work Ethics and Boundaries Topics

### Webinar: Social Work Ethics, Boundaries and AI

The management of ethics, boundaries and confidentiality is especially critical for human service professionals and is in a constant state of change. This one-hour webinar will address the unique issues encountered during the provision of social services. In addition, participants will analyze and process mental and behavioral health in the 21st century, specifically the emergence of artificial intelligence.

- Increase understanding of the challenges today and how they impact clients and human service workers.
- Explore the current workforce dynamics, licensing challenges and telehealth realities.
- Learn how artificial intelligence (AI) is impacting many aspects of social services today and the subsequent ethical concerns.

### Navigating Change: AI, Managed Care and Workforce Shortages

The management of ethics, boundaries and confidentiality is especially critical for human service professionals and is in a constant state of change. This workshop will address the unique issues encountered during the provision of social services and mental and behavioral health in the 21<sup>st</sup> century. Participants will analyze and process the emergence of artificial intelligence, managed care and workforce challenges..

Participants will:

- Learn how artificial intelligence (AI) is impacting many aspects of social services today.
- Discuss the impact of technology on clients and the ethical considerations and pros and cons of utilizing technology in practice settings.
- Learn about the ethics of cultural competency in an ever-changing multi-cultural society.
- Explore the workforce dynamics today and the impact on clients and staff resulting in increased ethical challenges.
- Increase awareness of the complicated nature of professional boundaries

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### In-Home Services:

The management of ethics, boundaries and confidentiality is especially challenging for human service professionals who provide services in the client's living environment, including the client's home, residential programs, emergency shelters, transitional living centers, skilled care facilities, assisted and supported living centers and Hospice facilities. This workshop will address the unique issues encountered during the provision of these in-home services and will provide a framework for ethical decision-making.

Participants will:

- Identify the numerous ethical issues present while providing in-home services.
- Learn models for the ethical decision-making process.
- Understand the complicated nature of professional boundaries, especially while providing in-home services to clients.
- Identify risks that may affect professional liability.
- Identify the range of ethical dilemmas and professional boundaries with the use of technology and social media.
- Identify what policies, procedures and protocols are necessary to address the ethical and boundary concerns in participant's specific organization.

### World of Technology

Participants will gain an enhanced awareness of the complicated nature of technology and social media as it interfaces with the provision of services within human service organizations. Participants will learn techniques for ethical decision making in situations where technology or social media is utilized. This program is designed to be interactive as participants share challenging ethical issues encountered in their practice. Internet-based services, including counseling, education, therapy groups and other social services utilizing technology, will be addressed. The establishment of professional boundaries while using social media and providing services in a virtual world will be addressed. The content will also cover the concerns related to online investigation resources.

Participants will:

- Identify the range of ethical dilemmas and professional boundaries with the use of technology and social media.
- Increase awareness of the complicated nature of professional boundaries and ethics with the explosion of social media and technology.
- Identify new age risks including artificial intelligence that may affect professional liability.
- Identify what policies, procedures, and protocols are recommended to address these complicated technology issues in a variety of contexts.

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### Clinical Lens

Participants will gain a better awareness of the complicated nature of professional ethics and boundaries, especially as it relates to clinical services. Participants will use an ethical decision-making process to discuss a variety of ethical scenarios in an interactive format. Participants will also learn about the importance of assessing various aspects of their services and related policies and procedures to protect clients and staff and reduce professional risk. Participants will learn how to utilize the NASW Code of Ethics in managing ethical dilemmas in clinical practice settings.

Participants will:

- Identify the range of ethical dilemmas and professional boundaries in clinical practice.
- Identify the array of ethical challenges with the use of technology and social media in clinical practice.
- Learn the complicated laws and licensing requirements for tele-mental health and documentation.
- Learn models for the ethical decision-making process.
- Increase awareness of the complicated nature of professional boundaries
- Learn about the ethics of cultural competency in an ever-changing multi-cultural society.
- Identify risks that may affect professional liability.
- Identify what policies, procedures, and protocols are recommended to address ethics in a variety of contexts.
- Learn how to use the NASW Code of Ethics, and an ethical decision-making process to problem-solve a variety of ethical dilemmas through group discussion.