

Community Workshop & Training Center
Avoiding the Pitfalls: Respecting Boundaries

1. True or False A “consumer” is an individual with a disability that receives services through CWTC. They may be referred to as clients, residents or individuals served.
2. True or False As a staff member, you may have only one job title, but you have many roles. You are a partner, teacher, ambassador, an advocate, a supporter and a mentor.
3. True or False It is okay to have an intimate/romantic relationship with a consumer as long as you do not show affection while at work.
4. True or False Your job is not to ridicule, punish or control the individual; but to teach, support and model appropriate behavior.
5. True or False You cannot engage in social media with a consumer. You cannot accept a friend request from a consumer and you cannot send a friend request to a consumer.
6. True or False It is best to keep the boundaries very clear by exchanging handshakes, high fives, back of shoulder- pats, and fist bumps instead of hugs.
7. If a consumer tells you that they need money to pay bills, such as rent or utilities; or buy food or medicine
 - a. You should not give the consumer your personal money
 - b. Discuss the request with the consumer’s counselor/case manager or the Executive Director
 - c. CWTC has established an emergency fund for circumstances such as this
 - d. All of the above
8. Which actions below are you not allowed to do?
 - a. Selling items to a consumer; for example, record and sell copies of movies, sporting events, music or gaming entertainment
 - b. Give advice outside your skills and expertise
 - c. Exchange gifts with a consumer
 - d. All of the above
9. When communicating with a consumer
 - a. Get their attention before giving them directions or instructions
 - b. Yelling at them is a good way to get their attention
 - c. Speak fast
 - d. Embarrassing them is okay every now and then
10. When communicating with a consumer
 - a. Your body language and facial expression makes no difference
 - b. Your tone of voice makes no difference
 - c. Treat the consumer with respect and dignity
 - d. Talk the same way the consumer talks, if they curse and swear; you curse and swear

11. Regarding medications
 - a. Any staff member can give a consumer pain relievers, antacids, or cough drops
 - b. Only trained and authorized CWTC personnel (staff) can give a consumer any type of medication, including prescription medications, over the counter products, or herbal supplements.
 - c. A staff member can keep the consumer’s medication in their pocket until it is time for the consumer to take their medication
 - d. A staff member can keep their own medication out on their desk.

12. Regarding your vulnerabilities (weakness, susceptibilities)
 - a. Recognize your vulnerabilities; identify things that provoke angry responses in you
 - b. Know your triggers such as “hot spots” when anger rises more easily; such as when you are tired or hungry or stressed
 - c. You must control your responses to the triggers
 - d. All of the above

13. True or False No matter how stinging or hurtful remarks are from the consumers, you have to remain calm, don’t over-react, stop and count to ten, and avoid getting into a power struggle.

14. True or False There is no harm in using inappropriate humor, sarcasm, jokes and teasing with a consumer; they can take it.

15. True or False There is no such thing as a consumer crossing the boundaries with a staff member.

Employee Name (Print)

Date

Employee Signature

Score