

# Boundaries Mindset For Family Services Staff

## Gandhi and Jesus

Okay you guessed it, there is not much different for staff in a family service agency than a parent at home. Except for family service agencies, you can either be managing your clients or also trying to manage the other staff that do not quite understand how to handle a troubled person.

You need to be firm with your clients and absolutely refuse any unacceptable behaviour. Late for appointments, not completing homework, not attending, all of that is completely ridiculous and it is a disaster that our society and culture in public offices has permitted this to get that far.

There are a couple of changes you can make for you that I would like you to remember.

1. To express love to clients imply it with your body language, facial expressions, and tone of voice.
  - a. It is too risky these days to actually have physical contact with clients, as stupid as that it is it is reality.
2. Good examples of deal breakers in an agency:
  - a. Coming in late after an appointment is supposed to start. I know entire institutions that make it mandatory to be sitting down by the time the appointment begins or the appointment gets cancelled and benefits denied.
  - b. Completely ignoring requests from counsellors to do "homework".
  - c. Swearing or using the cell phone to send text messages.
  - d. Disrupting other people's time in the treatment facility.
  - e. Smoking where they aren't supposed to.
  - f. Sloppy handwriting that is illegible.
  - g. Pushing or shoving or minor acts of violence.

### **Call to action:**

1. Follow the exact same action plan on the newsletter.
2. Warm your clients and staff up to some changes.
3. Secure the authority and support from your administrators.
4. Then start a new day with dropping your 6 deal breakers on the table with your clients and staff. Get them to sign it, post it on the wall.
5. Get your boxing gloves on, they are going to test it.

I have worked with entire staff at agencies to implement this before. It is especially useful when you can't convince administrators or fellow counsellors who are stuck in "complacency land".

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If you would like me to set your co-workers straight, and enlighten your administration, and wow your clients.

To learn about Tom's program and strategy for agency staff, their clients, parents and young people.

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U.S.A customers welcome.

Or you can make this happen in your agency by calling Tom at 403-391-4184

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