

Golden Choice Home Care  
2301 Woodbridge Street # 102  
Phone: 651-330-4840 Fax: 651-330-4318  
Email: [help@goldenchoicehomecare.com](mailto:help@goldenchoicehomecare.com)

## **Ethics Training:**

### ***Introduction***

Ethics in healthcare involve several key considerations, and this training is designed to review professional relationships, appropriate boundaries, and fundamental ethical principles

### ***Professional relationships in healthcare***

When working with clients and other employees, it is important to remember that all interactions are professional relationships, and you are expected to behave in a respectful, ethical, and professional manner at all times. Maintaining professionalism includes setting appropriate boundaries, communicating clearly and respectfully, protecting confidentiality, and acting in a way that promotes trust, safety, and collaboration. The following guidelines outline general expectations for appropriate conduct within professional relationships:

- ❖ That your primary commitment is to the client meeting the needs of the client and providing high-quality care.
- ❖ To have respect for the inherent, worth, dignity and human rights of clients and all other employees.
- ❖ To maintain compassionate and caring relationships with all others, with a commitment to fair treatment of people.
- ❖ To maintain standards of ethical conduct and character.
- ❖ To have the education and training needed to do your job, and a commitment to personal and professional growth.
- ❖ Teamwork collaboration to work with other healthcare team members to meet the health needs of our clients.
- ❖ To have honest, direct and appropriate communication with others that focuses on solving a problem.
- ❖ To keep client information private and confidential.
- ❖ To report inappropriate claim care.
- ❖ To accept responsibility for your actions.

### ***Professional boundaries***

Professional boundaries the main goal of healthcare services is to prevent illness, alleviate suffering, protect, promote and restore the health of clients. Even though as healthcare workers we develop personal relationships with clients they are not the same as friendships. The goal is to meet the client's health needs. Healthcare workers have access to private information about the clients that gives healthcare workers a certain amount of power that can be abused anyone working in healthcare. It is responsible to maintain professional boundaries that allow for more appropriate and safe interactions with clients.

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Examples of things you should not do are listed below as they are or could be boundary violations. Note not all of them may apply, if you are caring for a family member you will have a professional and a personal relationship with them.

- ❖ Personal or business relationships with a client.
- ❖ Using the relationship to meet the needs of a healthcare worker. The focus should be on meeting the needs of the client.
- ❖ Excessive self-disclosure of the healthcare that discusses his or her personal problems, feelings of sexual attraction or aspects of his or her intimate life with the client.
- ❖ Spending lots of time with a particular client or visiting the client during non-working hours
- ❖ Giving or receiving significant gifts from the clients.
- ❖ Becoming friends and socializing with clients.
- ❖ Secret behavior, if you're acting or behaving in a way that you don't feel comfortable telling your supervisor or the other co-workers about. You are probably violating some professional boundary.
- ❖ Flirtation communication in a flirtation manner, telling off-color jokes or using offensive language.
- ❖ Sexual misconduct any behavior that is seductive, sexually demeaning, harassing, or reasonably interpreted as sexual by the client. This is a serious boundary violation and a breach of trust.

### ***Definition of ethics***

Ethics is the practice of making decisions guided by a set of standards or principles that define how a person should act.

### **Common ethical principles in healthcare:**

- ❖ Beneficence is the ethical duty to do good. It is important to think about the values, wishes, and desires of a client when deciding what is good and to respect the client's rights to make choices about their health care.
- ❖ Non-maleficence is the ethical duty to do no harm. It is important to know and understand the clients' beliefs and circumstances, and understand that some actions that you do not consider harmful the client may consider to be harmful.
- ❖ Autonomy in healthcare is the freedom the client has to make decisions about their own body without pressure or interference from others. Clients and families have the right to have all the information about a particular situation, so that they can make a decision that is best for them
- ❖ Veracity is the ethical principle of truth-telling or honesty and communication with clients' families and other members of the healthcare team.

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- ❖ Justice in healthcare is the ethical duty to ensure all clients receive the same standard of care and equal access to services without discrimination. It emphasizes fairness in decision-making and the ethical allocation of healthcare resources based on need rather than bias.
- ❖ Fidelity is the ethical principle of being faithful, loyal, and keeping promises made to clients. Upholding client confidentiality and privacy reflects this principle and is essential for building a trusting relationship between clients and healthcare workers.