

Managing Complex Clients in a Private Practice

Presented by
Kathy Al-Zand msw., rsw., cts.
Registered Social Worker,
Certified Trauma Specialist

Not to be copied without permission of
author

WI2FM

Before the first referral

- ⦿ Logistics
 - Office
 - Bookkeeping
 - PHIPA
- ⦿ Reflection
- ⦿ Who is my target market?
- ⦿ Advertising/business cards
- ⦿ Continuing Competency Program
- ⦿ Fee structure

Let the College Help
you.

Inherent Conflict of Interest

Need to earn a living

Code of Ethics

A social worker or social service worker shall maintain the best interest of the client as the primary professional obligation

Transference

Countertransference

Boundaries

- ⦿ Client; self screening
- ⦿ Desire to know further, friend?
- ⦿ Dual relationships
- ⦿ Principle II; Standards of practice
- ⦿ Your responsibility to manage relationship
- ⦿ I am the only one they talk to



**Seek supervision
and consult with
others**

Examples

- ◎ Individual cases
 - Susie
 - Eleanor
 - Hilary
- ◎ CAS involvement
- ◎ Consents

Code of Ethics

A social worker or social service worker shall maintain the best interest of the client as the primary professional obligation