



# Drawing The Line Compassion and Ethics for Supervisors

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Gita Enders, LMSW, MA, NYCPS

# Welcome

- Welcome to the PeerTAC Supervision Learning Network!
  - Facilitator's Introduction
  - A Word on Learning Collaboratives



## SUPERVISION LEARNING NETWORK



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# About the Supervision Learning Network

A frequent request among supervisors – opportunity to share challenges and solutions with each other

- Growing from Regional to Statewide
- Identify supervisors doing noteworthy work
- Share innovative and exemplary practices
- Recruiting next year's presenters for the Summit

***The Supervision Learning Network is a place to get connected and to find out what's happening in the world of supervision***

# About the Speaker



Gita Enders is a Licensed Master Social Worker and a NYS Certified Peer Specialist. She has over two decades of experience in the peer support services space, including direct service, training peer specialists, supervising peer and non-peer staff, speaking and writing, participating in and designing research, and consulting for a national range of non-profit, peer-run, and public health systems.

In today's presentation, we will tread carefully among the differences and similarities of the meaning of boundaries with peer and other staff while providing supervision, in this emerging dialectic. We will review relevant ethics and values, talk a bit about stigma, and work our way through various situations that may arise on the job. You will be asked to take part in small group discussions reviewing your thoughts about how you, personally, would react to being placed in an ethical dilemma.



# Role Call

## Introductions: Who's in The Room?

- Are you a clinician supervisor who does not identify as a peer?
- Are you a clinician supervisor who identifies as a peer?
- Are you a peer supervising peers?
- Are you a peer receiving supervision by a clinician?
- Are you a peer receiving supervision by a peer?
- Other?

# Role Call Redux

If you responded “yes” to being a supervisor who identifies as a peer:

- Do you disclose to your supervisees? (Yes / No)
- Do you find yourself in ethical dilemmas? (Yes / No)
- Do you yourself receive adequate supervision? (Yes / No)

# Learning Collaborative Format

- Codes of Ethics and How They Vary
- Busting Stigma and Modeling Recovery
- Breakout Room Discussions
- Report Outs and Group Discussion
- Summary
- Resources

# Codes of Ethics

## SOCIAL WORK (NATIONAL)

- ✓ Maintained by National Association of Social Workers
- ✓ Addresses values and ethical principles
- ✓ Specifies ethical responsibilities to supervisees
- ✓ Acknowledges power differentials

## PEER SUPPORT (NEW YORK STATE)

- ✓ Does not contain a statement of values
- ✓ Addresses relationships between PSW and service recipients
- ✓ Does not address ethical responsibilities to supervisees
- ✓ Does not address power differentials



# Core Values

## SOCIAL WORK (NASW)

- service
- social justice
- dignity and worth of the person
- importance of human relationships
- integrity
- competence

## PEER SUPPORT (N.A.P.S.)

- voluntary
- hopeful
- open minded
- empathetic
- respectful
- facilitate change
- honest and direct
- mutual and reciprocal
- equally shared power
- strengths-focused
- transparent
- person-driven

# Addressing Stigma

- Unconditional positive regard
- Educating non-peer staff
- Self-disclosure
  - To colleagues
  - To supervisees
- Dual relationships
- Modeling recovery
  - Self-care





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## It's Not Always Simple...

A supervisee calls and tells you that their eye is watering and painful but they cannot get an appointment with their eye doctor. They are concerned that they might have a serious infection. You know that your doctor takes walk-ins. Do you:

- A. Tell them to go to their nearest emergency room
- B. Give them your doctor's phone number
- C. Call your doctor and tell them to expect the walk-in
- D. Refer them to their insurer's website

Please put your response in the chat box.

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## ...And Sometimes Is Sticky

A supervisee calls and tells you that they have run out of psych meds and are hearing voices but they cannot get an appointment with their psychiatrist. They are concerned that someone is following them. You have a psychiatrist but have not disclosed. Do you:

- A. Tell them to go to their nearest emergency room
- B. Give them your doctor's phone number
- C. Call your doctor and ask for a referral
- D. Refer them to their insurer's website

Please put your response in the chat box.



## What If...

A supervisee has been having attendance issues. They are calling out or coming in late an average of two times per week, explaining that they have asthma and have trouble going out in the summer heat. They tell you that this will resolve itself when the weather is cooler. Do you:

- A. Mark them absent and hope the situation improves
- B. Suggest that they see a doctor
- C. Offer to assist with a reasonable accommodation
- D. Document and begin progressive discipline

Please put your response in the chat box.

## ...But Then

A supervisee has been having attendance issues. They are calling out or coming in late an average of two times per week, explaining that they take psych meds and have trouble going out in the summer heat. They tell you that this will resolve itself when the weather is cooler. Do you:

- A. Mark them absent and hope the situation improves
- B. Suggest that they see a doctor
- C. Offer to assist with a reasonable accommodation
- D. Document and begin progressive discipline

Please put your response in the chat box.



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## It Can Get Personal...

You have a psychiatric diagnosis that you have not disclosed. You overhear a conversation between two members of a treatment team. They are referring to your supervisee and one says, “Yeah, they went all bipolar on me.” “The other responds, “I call them the 27th patient.” Do you:

- A. Walk on by and hope they didn't see you
- B. Interrupt and come to your supervisee's defense
- C. Seek supervision on how to handle this
- D. Put in a complaint with your HR or EEO department

Please put your response in the chat box.

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## ...Or Deeply Personal

You have a psychiatric diagnosis that you have disclosed. You overhear a conversation between two members of a treatment team. They are referring to you and one says, “I’m just waiting to see them melt down.” “The other responds, “I call them the 27th patient.” Do you:

- A. Walk on by and hope they didn’t see you
- B. Interrupt and educate them on psychiatric disorders
- C. Seek supervision on how to handle this
- D. Put in a complaint with your HR or EEO department

Please put your response in the chat box.



# Breakout Scenario

You have a supervisee, who has a diagnosis of serious mental illness. You get a call from their mother, who lives in another state, who tells you that they were taken to the hospital by emergency services and have been admitted to a locked unit. Their mother tells you that they do not have much of a support system, and asks if you can visit. She tells you that it will take a few days for her to travel to your location. You have previously visited a supervisee in the hospital who has a heart problem. What do you decide to do and why?

# Breakout Room Discussion

1. Join a group based on your descriptor
2. Once in groups, please select a note taker and someone to share the discussion points when we return to the main room
3. There are four descriptors to choose from
  - a. Supervisor who has disclosed
  - b. Supervisor who has not disclosed
  - c. Supervisor who does not have a diagnosis
  - d. Supervisee



# Report Outs and Group Discussion

- We will ask each group to share the transcript of their discussion
- We will aim to provide time for groups to check in with each other with questions
- (Depending on attendance size, there may be multiple rooms for the same descriptor.)



# Summary

- What did we learn?
- What is something you feel is actionable from this discussion

# Resources

- [NASW Code of Ethics](#)
- [New York Peer Specialist Certification Board Code of Ethics](#)
- [N.A.P.S. National Practice Guidelines for Peer Specialists and Supervisors](#)
- [Resources for Supervisors of Peer Support Workers](#)

# Contact Information

Gita Enders - [genders@gmail.com](mailto:genders@gmail.com)