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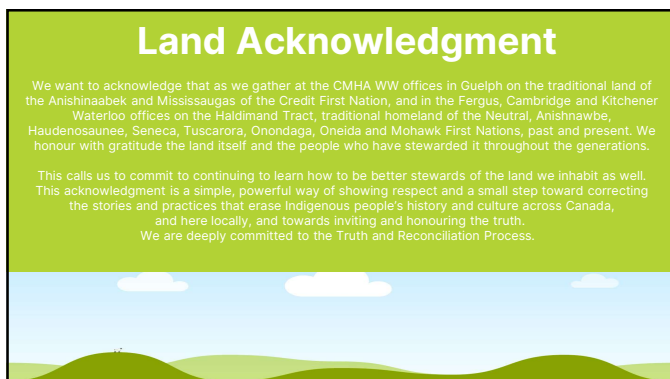
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## What we will cover <sup>o</sup>today



**AWARE**  
What are **healthy boundaries**?

**EXPLORE**  
Why is it important to set **healthy boundaries**?

**ACT**  
How can you set **boundaries** & follow through with them?

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## Boundaries

**[Personal Boundaries]:**  
are guidelines, rules or limits that a person creates to identify reasonable, safe and permissible ways for other people to behave towards them and how they will respond when someone passes those limits.

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## Boundary

Types



Physical



Emotional



Intellectual



Sexual



Material



Time

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## Rigid Boundaries



Unchanging  
Often **black & white**  
Potentially **dogmatic**  
May be **punitive**

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## Weak Boundaries



Uncertain  
May **not exist**  
Easily **dismissed**  
No **follow through**

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## Semi Permeable Boundaries



Able to **keep boundaries**  
Use **good judgment**  
Can be **flexible** if necessary  
**Follow through**

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## Healthy Boundaries

Taking care of **yourself**

Asking for what **you need**

Saying **"no"** without guilt

Protecting **yourself**

Protecting your **property**

Requiring **respect**

**Asserting** yourself

Participating in **healthy relationships**

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## What gets in the way?

Uncertainty

Lack of confidence

Fear

Guilt

**Any of these things can make it hard**

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**"If you always do what  
you've always done,  
you'll always get what  
you've always gotten."**

Henry Ford

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**Boundaries** are not  
about **controlling**  
someone else

← They **are about your needs**

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**Distressing Emotions** May alert us to the need to set boundaries




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## Personal **Bill of Rights**

I do not need the permission of others to **take care of myself**.

It is **not my job** to take responsibility for what others do.

I have a right to **express my needs** honestly.

I am responsible for **my own happiness**.

It is **not my job** to fix or rescue others.

I have a right to **my own feelings**.

I deserve to be **safe**.




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## Unhelpful Thoughts

It doesn't matter what they are saying or doing to me. As long as I keep quiet they will eventually leave me alone.

I have taken advantage of so badly in the past that I will never compromise again.

I can't/don't know where to draw the line with others.

## Building Boundaries

I will stand up for myself & assert my right to be respected. If they choose to ignore me, then I have the right to leave or ask them to leave.

I do not need to build a protective wall to avoid getting hurt. I can use what I have learned to be assertive.

I will learn about myself, my wants, & my needs so that I know where to draw the line.

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## Unhelpful Thoughts

I can never say "no" to others.

I need to avoid conflict at all costs, so I let people have their own way, even if it's not appropriate.

I'll feel guilty if I don't do everything for everyone.

## Building Boundaries

I have a right to say "no" to others if they are making me uncomfortable or violating my needs/rights or asking me to compromise my beliefs and values. I also have the right to say "no" when it violates my professional obligations.

I have a right to take care of myself & be professional. Some people may not like that, and I don't need their permission. I am free to set firm limits and stick to them. I cannot control the behaviour of others.

It is not reasonable to expect this of myself. I am not culpable for everything that goes wrong for someone else. I can have empathy for others, and realize that I can't control everything.

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## What is important to you?



Safety	My well being
Trust	Independence
Happiness	Property
Peace	Health
Respect	Professionalism

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## Put a lot of thought into what is **actually** your responsibility

People will often try to convince us that **their**  
responsibilities are ours.

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## Setting Boundaries



- Allow sufficient time for the conversation
- Be clear & direct. Refer to policy.
- Use "I" statements
- Be consistent
- Be realistic
- Be assertive
- Only set boundaries you will stick to

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## "I" messages



Are a less threatening way of communicating our views



## "You" messages

may feel judgmental & critical

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I feel/think/need...  
When...  
I would like...  
I will...

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## The Situation

A person who comes to your office location calls you on the phone and tells you they need a ride. They say that you should come pick them up.

You tell them you can't do that, and suggest the bus or a taxi. The person insists you should drive them. You again tell them you can't and they get angry with you.

They start yelling and swearing at you and calling you names.

## Setting Boundaries

"I can understand how this would feel frustrating.

The fact of the matter is, I am not able to give you a ride within my role. It is important that I am on site to perform my duties and it is also an insurance issue.

Yelling at me and calling me names is not appropriate. If you would like us to have a respectful conversation about brainstorming some options other than me driving you, we can do that. If you continue to yell and swear at me, I will have to say "goodbye" and hang up the phone."

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## How to say "No"



Don't say "maybe" or "I'll think about it".

Redirect to the person responsible.

Keep explanations brief, if needed at all.

"I can't do that, I have other commitments."

"I'm not comfortable with that. Have you considered other solutions?"

"I don't feel up to that. I'll reach out if that changes"

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It is most helpful to have a conversation about your boundaries when you and the other person are calm, and not in the middle of a heated argument.




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## Boundary Setting



STATE THE ISSUE

"I feel...when..."



STATE THE BOUNDARY

"It is my expectation that..."



STATE THE OUTCOME

"If this doesn't change I will..."

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## Stages of Boundary Setting

KNOW YOUR VALUES	STATE YOUR LIMITS	FOLLOW THROUGH
Space	I need some time to myself on my breaks.	I will take my break & not work during my break.
Privacy	I want you to knock on my door before you enter.	If you keep entering without knocking I will install a lock.
Duties	This is not within my role. I can direct you appropriately.	I will not take on this role.
Choice	I would prefer to make my own decision about this.	I will ask for your advice if I need it.
Respect	I want to be treated with kindness & respect.	If you continue to yell at me I will have to ask you to leave.

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Some people may react **negatively** to your boundaries.  
That doesn't mean you aren't **permitted** to set them!




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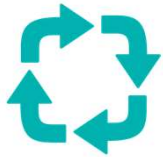
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You will likely get '**push back**' or resistance to the new boundary

You may have to **repeat** yourself, often

You **don't** have to **elaborate or engage in debate**, simply repeat

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Will it be **one day**,  
or **day one**?




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**1 844 437 3247**  
(HERE247)

Call anytime to access  
Addictions, Mental Health  
& Crisis Services  
Waterloo-Wellington

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**Thank you!**

If you have more questions, my email is  
[aheeley@cmhaww.ca](mailto:aheeley@cmhaww.ca)  
For more service information & more webinars, visit us at  
[www.cmhaww.ca](http://www.cmhaww.ca)




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**Canadian Mental  
Health Association**  
Waterloo Wellington

**Association canadienne  
pour la santé mentale**  
Waterloo Wellington

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