



CLAYGATE COMMUNITY ALLIANCE

PERSONAL PROFESSIONAL BOUNDARIES PROCEDURES

Purpose

It is wonderful to build trusting relationships with the people you are volunteering with, but it is very important to have boundaries and be aware of potential dependency issues.

The boundaries provide a framework for everyone to understand what is and isn't included in the volunteering role and to protect the volunteer from being asked to do something outside their role.

The procedures provide guidance for volunteers regarding the standards expected in their relationships with users, staff, volunteers and others.

Applicability

The procedures apply to all volunteers working in Claygate Community Centre whether they work directly with users or only have contact with users from time to time.

The procedures cover the following relationships between:

- Volunteers and Users
- Volunteers and Volunteers
- Volunteers and Staff
- Volunteers and external individuals / organisations (to include carers and family members)

Roles and Responsibilities

All volunteers are responsible for familiarising themselves with, and ensuring that they comply with, these Procedures.

Trustees are responsible for arranging an induction programme for volunteers, appropriate to their role. This will include going through these Procedures, the Volunteer Agreement and other applicable and relevant policies and procedures.

Standards

When working with users:

- Confidentiality must be respected at all times
- Be aware of your own personal boundaries
- Think before you say 'yes'
- Try to understand the other persons thoughts and feelings
- Remember you may not understand a situation when you only see part of it
- Avoid getting into situations that could be misinterpreted
- Remember that much of the focus of the relationship and the support you offer is to provide support to appropriate users to alleviate loneliness, social isolation and anxiety

Please do not:

- Give your home address to users
- Share personal information about you and your family
- Take or invite the user to your own home
- Discuss the involvement, names etc. that you have with other users
- Accept as a friend on social media
- Get emotionally over involved
- Go out in the user's own car
- Hold, retain and use any keys of the user or their family members, unless authorised to access via a key safe
- Offer counselling or therapy
- Engage in actions, including physical contact, language or opinions that are inappropriate or offensive
- Promise to keep secrets
- Provide any personal or health care
- Provide assistance with general household matters e.g. shopping on their behalf or carrying out housework, gardening or minor household repairs

Financial Issues, please do not:

- Give or lend money to users or other family members
- Borrow money or possessions from users or other family members
- Accept personal gifts
- Provide assistance in the conduct of a person's own affairs e.g. finances, witnessing a Will, acting as an advocate or being any power of attorney

It is recognised that sometimes it can be difficult to adhere to these boundaries. If you are having any difficulties with this or you think that a user is over-stepping the outlined boundaries, please speak to the Volunteer Co-ordinator or Duty Manager

Use of Work Facilities

Places of work, and the equipment housed therein, are designed, purchased, maintained, and only to be used by volunteers, for Claygate Community Centre purposes including the provision of services to users of Claygate Community Centre.

Volunteers will not use Claygate Community Alliance (CCA) owned equipment other than for the purpose for which it is intended. Examples of misuse by volunteers would include:

- Removal of any equipment owned by the CCA from the CCA premises without prior permission from the Duty Manager
- Use of work spaces, other than designated areas and desk spaces, to store personal items.

Safeguarding Adults

The safeguarding of adults is everyone's responsibility and we all have a role to play in preventing abuse and neglect.