




Boundaries and Confidentiality

GUIDE-LINES (THE GATEHOUSE)



The project can work with up to 300 volunteers at one time. We get asked a lot of questions about the way we work, so staff and volunteers have agreed the guidelines that you are about to read. Any confusion, please do talk it through with someone.



Do's and Don'ts when
working with Guests

For

Professional, Personal
Boundaries and
Confidentiality

What we don't do!

- Our approach at the project is friendly and informal, however we do not form friendships with Guests. This is so we can ensure there is no favouritism and fairness for all.
- It is hard to watch a person leave the project especially if a person has no fixed abode. However we do not offer to personally accommodate Guests, instead we can make referrals and sign post people to other agencies.
- If a Guest is expressing that they are risk to themselves or others, we do not keep this information to ourselves or keep secrets. We will help a person to get the right help and inform other agencies if we need to, with a persons consent when ever possible (please read our Confidentiality Policy).
- We do not discuss Guests when we are outside of the project. Confidentiality is important for everyone at the Gatehouse.
- It is down to personal choice if you see a Guest outside of the project and you stop to talk. However you do need to consider that not all Guests will be happy with being approached and associated to using the project.

What we don't do!

- Staff and volunteers do not socialise with Guests outside the project.
- Staff and volunteers do not give money or cigarettes to Guests in or outside of the project.
- We do not give out staff and volunteers personal information to Guests e.g. telephone numbers, addresses, place of work.
- We do not share or accept physical contact with Guests as it is inappropriate behaviour.
- Staff and volunteers do not do one to one regulated activity with Guests at the project or outside the project.
- Staff and volunteers do not accept or give gifts to Guests of the project.
- Staff and volunteers should not offer Guests paid or unpaid work in or outside the project.
- If you are a staff member or volunteer at the project and a family member or friend needs to use the project, let the co-ordinator know so someone else can work with that person.

continued

What we will do!

- We work with people without prejudice or judgement
- We build up trusting relationships with Guests and do not pressure people for information or disclosure
- We treat everyone at the project as an individual
- We respect people's dignity and privacy
- We use a positive empowering approach for all