



## Dealing with clients – staff behaviour Policy

Off The Fence recognises it has a duty of care to all its staff (and volunteers) and to have in place procedures to reduce, so far as is reasonably practicable, the risk of harm to our workforce while at work, which arise from clients and/or the nature of our work. Off The Fence also accepts that working with clients can be demanding and emotionally draining. The purpose of this policy is to enable staff working with those in severe distress to work ethically and supportively within Off The Fence guidelines. We do this this by having in place a number of risk assessments which are reviewed on a yearly basis or when a situation arises. These RA's must be read by staff and volunteers and adhered to where ever practicably possible.

Off The Fence expects all staff to behave in a non-judgemental way and non-threatening manner and to be respectful to all clients.

Alongside this general rule are boundaries which need to be adhered to at all times.

Staff or volunteers of Off The Fence must NOT:

- become personally involved with clients or make inappropriate disclosures about their own personal life
- give out their home address or home/mobile telephone numbers to clients
- make themselves available to clients when at home or off duty
- take a client to the home of a staff member
- continue friendships with clients, past the end of the strictly professional relationship or meet with clients socially
- have physical contact with clients unless in exceptional circumstances (and in particular staff/volunteers should avoid initiating personal contact), including hugs, kisses and laying hands on them when praying
- have a sexual relationship with a client
- push their faith or church on to a client
- give money to or borrow money from a client
- accept a gift from a client or relative, unless it can be shown that the refusal of a gift can be detrimental to the client
- sell or buy items from a client or accept free services from a client, where such services should normally be charged for
- not witness wills or be named executors for clients
- stay in a situation where drug dealing is going on when out on outreach
- make promises to a client they are unable to keep
- **take client/s in the OTF vans or staff own car when using it for OTF purposes**

Signed by Chair of Trustees.....

Date.....