



# The Road Home

## Boundaries and Confidentiality

### Boundaries and Relationships

Not following these policies may result in the volunteer being terminated from their position. Thank you for your diligence in following this policy, and therefore ensuring the safety and confidentiality of those we serve.

We hope you have a great experience!

#### **VOLUNTEERS WILL:**

- Keep all activities secular in nature, as The Road Home is not a faith-based organization
- Allow shelter guests to acknowledge the volunteer first, when in public. Please do not share any of our guests' personal information outside of the shelter. Should an issue arise with this, please have the guest discuss it with a staff member
- Keep all relationships professional, and will not engage in social media relationships with shelter guests

#### **VOLUNTEERS WILL NOT:**

- Hold property for shelter guests at any time
- Solicit, borrow or accept food, money, transportation, or gifts of any kind to and from shelter guests
- Take care of or hold children staying in shelter
- Bring in animals
- Take photos or video of any of our shelter guests
- Show favoritism among residents. All rules should be enforced equitably among residents
- Give out their or any staff member's personal phone number and/or address
- Allow shelter guests to call a staff member or other volunteer at their home
- Initiate or engage in personal relationships with former or current shelter guests. Shelter guest is defined as any person who has received shelter, case management, housing or other services from The Road Home in the past two years
- Act as a representative of The Road Home in any capacity, including in media, interviews or other related activities

### Confidentiality Concerns

Confidentiality is an important concern for shelter guests, staff and volunteers. Because of the one-on-one relationship a volunteer may have with the residents, confidentiality must be maintained at all times. We take these rules and guidelines extremely seriously. Please follow these guidelines:

- Volunteers will not discuss what is happening with one shelter guest to another shelter guest
- Do not give out information about whether someone does or does not reside here to anyone else
- Please keep all personal information about shelter guests in shelter, do not share any information when you leave the building, including on social media
- The only exception to this policy is if you are being questioned by police. If that happens, please refer the questioning officer to the supervisor on duty.

### Consent

Date: \_\_\_\_\_

I, \_\_\_\_\_ have read, understand, and agree to comply with the Boundaries and Confidentiality document as outlined above by The Road Home

Volunteer signature: \_\_\_\_\_