

# The Road Home

## Boundaries and Confidentiality

Thank you for your diligence in following this policy, and therefore ensuring the safety and confidentiality of those we serve. Not following these policies may result in termination.

**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
- Keep the identity of shelter guests confidential at all times; including if/when they see a shelter guest outside of volunteer service
- Refrain from sharing any of our guests' personal information outside of the shelter
- 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
- Give, solicit, borrow or accept; food, money, transportation or gifts of any kind to or from shelter guests
- Take care of or hold children staying in shelter
- Bring animals to the shelter
- Take photos or video of any of our shelter guests
- Show favoritism among shelter guests; all rules should be enforced equitably
- Give out personal phone numbers and/or addresses belonging to themselves, staff or other volunteers
- Allow shelter guests to call a staff member or another volunteer at their home
- Initiate or engage in personal relationships with current or former shelter guests. A 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 representatives of The Road Home in any capacity, including in media, interviews or other related activities

**CONFIDENTIALITY** is an important concern for shelter guests, staff and volunteers. Because of the one-on-one relationship a volunteer may have with the shelter guests, 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 with another shelter guest
- Volunteers will not give out information about whether someone does or does not reside at The Road Home
- Volunteers will keep all personal information about shelter guests in shelter, and will not share any information when they leave the building, including on social media

The only exception to this policy is if volunteers are being questioned by police. If this 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: \_\_\_\_\_