

## **One25 Boundaries and Information Sharing Policy**

### **Information sharing**

One25 is a professional organisation and whilst we conduct our service user contact in a nurturing, holistic, person-centred manner, we always operate within professional boundaries which are resolute and communicated very clearly with each and every service user with whom we work (please see Team Boundaries and Procedural Guidance document).

One25 is committed to establishing open and transparent working relationships with partner agencies. We will always share information pertaining to adult or child safeguarding issues or significant concerns of real and immediate harm.

One25 will never enter into any collusion with a service user and we will always encourage them to be honest with those supporting her. Every service user that accesses our support services are required to fill a consent form, to allow us to share information with relevant organisations.

All other information that we hold will be bound by service user confidentiality and GDPR guidelines.

### **Professional boundaries between staff/volunteers and service users**

Staff and volunteers will treat all service users with respect and dignity and will provide a non-judgemental service. The professional nature of the relationship between staff/volunteer and service user must be clear and maintained at all times. Staff/volunteers should always behave in a professional manner in relation to and in the presence of service users.

Under no circumstances should staff/volunteer's personal telephone numbers or addresses be given to a service user or ex-service user. Personal information about other staff or volunteers should not be disclosed to service users under any circumstances.

Under no circumstances should money or other rewards be given by staff / volunteers to individual service users without permission of the relevant Service Manager.

Staff and volunteers should be aware of the implications of using self-disclosure when working with a service user, e.g. it can result in the focus being diverted from the service user; can cause repercussions if the information is misused and it has implications for other staff

members who may be expected to self-disclose. The use of self-disclosure should therefore be limited and discussed first with the relevant Service Manager.

Staff and volunteers should only have contact with current service users within work capacity and time. Where contact needs to be out of their usual hours, they should consult with their Manager before arranging the contact. Under no circumstances should staff or volunteers meet with service users in a personal capacity.

Staff and volunteers should inform the Volunteer Manager or relevant Service Manager if they are likely to have contact with a current service user outside of One25's services or through volunteering or working at another agency where they might see the service user.

Physical contact e.g. hugs, should not generally be initiated by the staff or volunteers but we acknowledge that service users may initiate physical contact and this should be responded to appropriately. In certain situations, physical contact may be initiated by staff or a volunteer who has a long professional relationship with a woman. They may use their judgement but must consider if the contact is of benefit to the service user.

Reviewed By	Jennifer Riley, Operations Manager
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