Appropriate Media Engagement Policy (Companions)

Policy Reference: PRN-183
Policy Title: Video, Games & Other Media Content Engagement Policy (Companions)
Organisation: CAREHOPE™
Legal Entity: AI Auto-Tech Ltd
Version: 1.0
Effective Date: October 1st 2026
Review Date: Regularly on an as-needed basis
Policy Owner: CAREHOPE™

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1. Purpose

CAREHOPE™ recognises that media-based activities are often valuable tools for building rapport, reducing loneliness, encouraging social interaction, stimulating cognition, and enhancing emotional wellbeing.

Companions may support service receivers through activities such as:

- Watching films and documentaries
- Listening to music and audio materials
- Reading books and articles
- Playing games and recreational activities
- Exploring educational, cultural, and social media content

This policy outlines the professional boundaries governing such activities.

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2. Scope

This policy applies to:

- Employees
- Volunteers
- Agency workers
- Contractors
- Students
- Temporary workers
- Any individual representing CAREHOPE™

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3. Professional Responsibilities

Companions are expected to:

- Maintain professional boundaries at all times
- Act in accordance with CAREHOPE™ values
- Promote dignity and wellbeing
- Exercise sound professional judgement
- Ensure activities remain appropriate to the companionship relationship

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4. Prohibited Conduct

Companions must not:

4.1 Initiate or Participate

- Watch pornographic content with service receivers
- Listen to sexually explicit audio material with service receivers
- Participate in sexually explicit games or activities
- Engage in any activity intended to generate sexual arousal

4.2 Facilitate or Encourage

Companions must not:

- Search for pornographic content
- Recommend adult entertainment materials
- Assist service receivers in accessing explicit material
- Provide passwords, subscriptions, links, devices, or technical support for adult content
- Suggest viewing sexually explicit materials

4.3 Collude or Connive

Companions must not:

- Agree to participate in viewing prohibited content
- Remain knowingly present during the viewing of prohibited content
- Assist service receivers in circumventing this policy
- Conceal incidents involving prohibited materials
- Participate in activities that compromise professional boundaries

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5. Appropriate Response to Prohibited Content

If a service receiver introduces prohibited content, the companion must:

Step 1

Politely explain that CAREHOPE™ policy prohibits participation in such activities.

Step 2

Request that the material be turned off or removed.

Step 3

Offer a suitable alternative activity.

Step 4

Withdraw from the activity if the content remains visible or accessible.

Step 5

Record the incident in accordance with organisational procedures.

Step 6

Inform management where required.

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6. Respect for Service Receiver Rights

CAREHOPE™ respects every service receiver's privacy, dignity, and freedom to make lawful personal choices.

This policy is not intended to regulate or interfere with lawful activities undertaken privately by adults outside CAREHOPE™ engagements.

The policy applies exclusively during:

- Service delivery
- Companion attendance
- Organised companionship activities
- Any activity undertaken under the CAREHOPE™ brand or service framework

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7. Recording and Reporting

Where prohibited content is introduced during a session, companions must record:

- Date and time
- Nature of the incident
- Action taken
- Whether support was withdrawn
- Any safeguarding, wellbeing, or boundary concerns identified
- Whether management was informed

Records must remain:

- Objective
- Accurate

- Respectful
- Free from personal judgement

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8. Professional Misconduct

A companion who initiates, encourages, facilitates, sources, displays, recommends, accesses, shares, or knowingly participates in the viewing or use of pornographic or sexually explicit content with a service receiver during a CAREHOPE™ engagement shall be considered to have breached professional boundaries.

Such conduct may result in:

- Management investigation
- Formal supervision
- Mandatory retraining
- Disciplinary proceedings
- Removal from assignments
- Dismissal or termination of engagement

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9. Policy Statement

CAREHOPE™ is committed to safe, ethical, respectful, and professionally boundaried companionship services. Companions must not participate in, facilitate, encourage, initiate, or remain present during the viewing or use of pornographic, sexually explicit, or sexually arousing content while delivering CAREHOPE™ services. This prohibition exists to safeguard both companions and service receivers, maintain professional standards, and protect the integrity and reputation of CAREHOPE™.

Recommended Cross-References

See the policies below for further reference and make sure you familiarise yourself with them:

- PRN-001 Code of Conduct Policy
- PRN-002 Safeguarding Policy
- PRN-003 Professional Boundaries Policy
- PRN-004 Dignity and Respect Policy
- PRN-005 Complaints Policy
- PRN-006 Equality, Diversity and Inclusion Policy
- Companion Wellbeing and Safety Policy
- Incident Reporting and Management Policy