Professional Boundaries Policy

PRN-104: Professional Boundaries Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Introduction

Professional boundaries are essential to safeguarding clients, protecting companions, and maintaining the integrity of CAREHOPES (TC). Companionship is a relationship built on trust, respect, and professionalism. Without clear boundaries, clients may become vulnerable to emotional, financial, or physical harm, and companions may be exposed to allegations, exploitation, or compromised judgement.

This policy establishes strict behavioural, relational, and ethical boundaries for all companions and volunteers.

2. Purpose of the Policy

The purpose of this policy is to:

- define professional boundaries
- prevent dependency, exploitation, or inappropriate relationships
- protect clients from harm
- protect companions from allegations
- ensure safeguarding compliance
- maintain TC's professional reputation
- standardise conduct expectations across all assignments

3. Scope

This policy applies to:

- companions
- volunteers
- staff engaged in client-facing duties

- supervisors overseeing companionship conduct

4. Definitions

4.1. Professional Boundaries

Limits that define appropriate interactions between companions and clients to ensure safety, professionalism, and ethical conduct.

4.2. Dependency

A situation where a client becomes emotionally, financially, or socially reliant on a companion beyond the scope of companionship.

4.3. Personal Care

Any physical care task such as bathing, toileting, dressing, grooming, or administering medication. TC companions do **not** provide personal care.

4.4. Romantic Relationship

Any intimate, sexual, or emotionally romantic interaction between a companion and a client. Strictly prohibited.

5. Roles & Responsibilities

5.1. Companion Responsibilities

Companions must:

- maintain professional boundaries at all times
- avoid personal entanglement
- avoid sharing personal information
- avoid accepting gifts or money
- avoid performing personal care
- avoid financial involvement
- escalate boundary concerns immediately

5.2. Supervisor Responsibilities

Supervisors must:

- monitor boundary compliance
- respond to concerns or incidents
- provide guidance and training

- enforce disciplinary measures when required

6. Core Boundary Principles

6.1. Professionalism First

Companions must prioritise:

- client safety
- client dignity
- organisational integrity
- safeguarding compliance

6.2. No Dual Relationships

Companions must not:

- become friends with clients
- become romantic partners
- become business partners
- become financial partners
- become informal carers

6.3. Emotional Neutrality

Companions must:

- avoid emotional dependency
- avoid emotional entanglement
- avoid sharing personal struggles
- avoid becoming a client's primary emotional support

7. Prohibited Behaviour

Companions must **never**:

7.1. Romantic or Intimate Relationships

- engage in romantic behaviour
- flirt or make suggestive comments
- accept romantic advances
- pursue emotional intimacy

7.2. Sharing Personal Problems

- discuss personal trauma
- share financial struggles
- disclose relationship issues
- seek emotional support from clients

7.3. Accepting Expensive Gifts

Companions must not accept:

- jewellery
- electronics
- large sums of money
- luxury items
- inheritance offers

Small tokens (e.g., a thank-you card) may be accepted with supervisor approval.

7.4. Providing Personal Care

Companions must not:

- bathe clients
- assist with toileting
- dress clients
- groom clients
- administer medication

These tasks fall outside TC's companionship scope.

7.5. Financial Involvement

Companions must not:

- borrow money
- lend money
- manage finances
- handle bank cards
- perform digital transactions

- accept private payments

7.6. Creating Dependency

Companions must avoid:

- becoming a client's only source of social interaction
- encouraging emotional reliance
- providing excessive reassurance
- extending sessions beyond scope
- responding to personal messages outside TC channels

8. Communication Boundaries

8.1. Approved Channels

Companions must use:

- TC official communication channels
- TC email (where applicable)

8.2. Prohibited Communication

Companions must not:

- share personal phone numbers
- communicate via personal social media
- engage in private messaging
- respond to client contact outside TC channels

9. Physical Boundaries

Companions must:

- maintain appropriate physical distance
- avoid unnecessary physical contact
- avoid entering client bedrooms unless required for safety
- avoid touching client belongings without consent

10. Social Boundaries

Companions must not:

- attend family events

- attend private parties
- meet clients outside scheduled sessions
- engage in social activities not approved by TC

11. Safeguarding Requirements

Companions must:

- report boundary breaches immediately
- escalate concerns about client dependency
- notify TC of inappropriate client behaviour
- avoid situations that compromise safety
- follow TC safeguarding escalation procedures

Boundary breaches are safeguarding concerns.

12. Documentation Requirements

Companions must document:

- boundary concerns
- inappropriate client behaviour
- gift offers
- requests for personal involvement
- any incident involving boundary risk

Documentation must be factual, objective, and submitted immediately.

13. Prohibited Actions Summary

Companions must **never**:

- form romantic relationships
- share personal problems
- accept expensive gifts
- provide personal care
- become financially involved
- create dependency
- share personal contact details

- engage in private communication
- perform digital transactions
- handle client money

These actions constitute **gross misconduct**.

14. Legal & Regulatory Compliance

This policy aligns with:

- UK safeguarding legislation
- Data Protection Act 2018
- UK GDPR
- TC Confidentiality Policy
- TC Digital Security Policy

Companions must comply with all legal and organisational requirements.

15. Disciplinary Consequences

Non-compliance may result in:

- retraining
- formal warnings
- suspension
- removal from client assignments
- termination
- safeguarding escalation
- legal referral

Boundary breaches are treated as **serious or gross misconduct** depending on severity.

16. Amendments

TC may update this policy to reflect:

- legal changes
- safeguarding updates
- operational improvements
- governance decisions

Updates will be communicated through official TC channels.