



BOUNDARIES & RELATIONSHIPS

Volunteers are not allowed to enter into any relationship with a client (past or present) of Candy Cane Corner. Relationships between volunteers and clients should always remain professional. Relationships between volunteers and clients may result in the volunteer being terminated from their position or shift.

- Volunteers are to keep all activities and dealings secular in nature.
- Volunteers are not allowed to hold property for clients at any time.
- Volunteers will not solicit or accept food from Candy Cane Corner clients.
- Volunteers will not solicit or accept gifts of any kind from Candy Cane Corner clients.
- Volunteers will not give money to or accept money from Candy Cane Corner clients.
- Volunteers will not “take care of” or hold clients’ children, except in the case of working in the daycare or Playroom.
- Volunteers will not bring in animals to give to clients.
- When in public, volunteers shall let clients take initiative in acknowledging and/or starting conversations. When in public, “store issues” will not be addressed. Volunteers will encourage clients to discuss such issues with the appropriate staff person at the agency providing them services or at Candy Cane Corner.
- Volunteers will not show favoritism among clients. All rules will be enforced equitably among all clients. These include, but are not limited to: use of vouchers, selection and distribution of store items, accompaniment of case manager, etc.
- Volunteers will not give any client a staff member’s or volunteer’s home phone number and/or cellular number.
- Volunteers will not assist or permit clients to call other staff members or volunteers at their home or on their cellular devices.
- Volunteers will not borrow from or lend money to clients.
- Volunteers will not initiate or engage in personal relationships with clients or former clients. A former client is defined as a person or family member who has received shelter, case management or other agency services within the last two years from any of Candy Cane Corner’s partner agencies, including; YWCA Salt Lake, The Road Home &

Volunteers of America, Utah. Interaction with clients will be on a professional level and be directly related to the volunteer's job description and assigned tasks.

CONFIDENTIALITY CONCERNS

Confidentiality is an important concern for Candy Cane Corner clients, staff and volunteers. Because of the one-on-one relationship a volunteer may have with the clients, confidentiality must be maintained at all times. We take these rules and guidelines extremely seriously.

- Volunteers cannot discuss what is happening with one client to another client.
- We cannot give information about whether a person does or does not receive services from Candy Cane Corner to anyone who calls or comes into the store.
- We cannot talk about who is in the store and what is happening to them when we are off duty.
- A volunteer violating a confidentiality rule can be asked not to return.
- The only exception to these rules is if you are being questioned by police. If that should happen, they should be referred to a store manager.

Volunteer Consent Form

Date _____

I, _____ have read, understand, and agree to comply with the Boundary Issues and Confidentiality Concerns as outlined above by Candy Cane Corner, YWCA of Salt Lake, The Road Home & Volunteers of America, Utah.

*Volunteer Signature: _____

*Not everyone in the group needs to sign. Please either go over with the group or have each person read. Thank you!