



# SOLUTIONS FOR CHANGE VOLUNTEER POLICIES

Thank you so much for signing up to volunteer at Solutions for Change! We are so grateful for your involvement.

## EMOTIONAL SAFETY

### **BOUNDARIES**

Establishing good boundaries is necessary when working with our residents. Setting boundaries lets them know what behaviors are acceptable in the relationship, including what you will or won't do for them. Just like most adults, they will respect you for having boundaries. Boundaries are essential in any healthy relationship. The relationship you have with a resident is a template for their future relationships. Residents might test the boundaries you set; it is imperative that you maintain them.

### **SELF DISCLOSURE**

Self-disclosure is often used as a way to build trust in a faster way by communicating to residents that you can relate, in some way, to what they are experiencing.

Volunteers should refrain from sharing deeply personal information about health, family background, recovery, their own experiences with homelessness or any other causative factors within the resident population. You can build trusting, professional relationships without self-disclosure.

## BEHAVIOR

A volunteer should never be alone with a resident.

### **PERSONAL PHONE NUMBERS/ EMAILS**

Volunteers cannot give SFC residents their personal cell phone number or email addresses. Should a resident need to contact a volunteer for any particular reason, the resident must notify their case manager to have appropriate documentation of release of personal information.

### **SOCIAL MEDIA**

Volunteers cannot be connected with residents on their personal or professional social media pages or websites; this includes but is not limited to, Facebook, Instagram, Snapchat, LinkedIn. This includes any professional profiles that are used for work purposes, such as a work account on Facebook. Volunteer may not search for information about their clients on social media or any other online search engine without the residents permission, unless it is related to mandated reporting guidelines.



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## BEHAVIOR CONTINUED...

### **PHYSICAL CONTACT**

Given the history of trauma within the resident population, volunteers should refrain from hugging or touching clients. Touching body areas between the shoulders and knees is the most risky. A pat on the upper back, touch on the shoulder, handshake or quick “side hug” is generally acceptable. Something that we might think of as neutral can have an entirely different meaning to someone who has experienced trauma.

### **GIVING OR RECEIVING GIFTS**

Under no circumstances should volunteers give gifts, cash or gift cards to one specific resident. This includes helping residents pay for expenses. Any donations should go through the SFC donations coordinator where the items can be distributed to the biggest need.

I \_\_\_\_\_ have read the volunteer policies, and agree to follow them.  
Signature \_\_\_\_\_ Date \_\_\_\_\_