

## **Summary of the Boundaries Policy**

Scarborough Women's Centre is committed to providing appropriate services to women in the community by maintaining positive relationships between service providers and service users. Service providers apply the principles of the boundaries policy when working with service users either in individual or group settings or on the phone.

The purpose of the Boundaries Policy is to make the relationship safe for both service providers and service users. It also provides a framework to address ethical issues in relation to misusing, and abusing power in the relationship between service providers and service users. The principles that follow are guidelines for all representatives of Scarborough Women's Centre in their work with service users.

The principles are intended to care for the integrity of professional relationships within the Centre and to protect against potential harm or exploitation of service users.

**Service Providers** are defined as: all employees, placement students, direct service volunteers, and facilitators.

**Service Users** are defined as: women who come to or call the Centre or participate in its programs, trainees and placement students.

07/05

## **Scarborough Women's Centre Programs & Services**

### ***Case Management:***

Offers goal clarification, planning and support for women who want assistance in overcoming barriers to economic and emotional independence.

### ***Economic Self Sufficiency Program***

In a intensive program, women who have left abusive situations are assisted in the move to economic and emotional independence.

### ***Educational Workshops:***

Courses and workshops on topics of concern to women presented in small groups (15-20) with a trained facilitator.  
Topics include:  
Assertiveness, Self-esteem, Anger management, Legal Issues and Women's Health.

### **VOLUNTEER OPPORTUNITIES:**

#### ***Board and Committee Members:***

Responsible for the overall direction of the agency and ensuring adequate resources are available.

#### ***Information Referral Volunteer:***

Provide referrals in our anonymous, confidential phone service.

#### ***One -to-One Mentoring Program:***

Trained mentors/tutors provide mentoring and support in a non-judgmental way to an individual woman going through a transition in her life.



**Scarborough  
Women's  
Centre**

## **SUMMARY OF BOUNDARIES POLICY**

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### **Mission Statement:**

***Scarborough Women's Centre facilitates the empowerment of any woman who wants to leave an abusive or isolating situation, so that she can implement long term positive changes with confidence.***

## **Principles**

- ◆ SWC service providers offer assistance to women without discrimination as set out in the Centre's Access Policy.
- ◆ SWC service providers are aware of their influential positions with service users, and they avoid exploiting the trust and dependency of women. Therefore, service providers make every effort to avoid situations or multiple relationships with service users that could impair professional judgment or increase the risk of exploitation. Such relationships include business or close personal relationships with a service user or the service user's immediate family.
- ◆ SWC service providers do not engage in any business that requires financial involvement with service users.
- ◆ SWC service providers do not give to or receive from service user (s) gifts of substantial value or gifts that compromise the relationship e.g. by appearing to "buy" service or special treatment.
- ◆ SWC service providers do not use their professional relationships with service users to further their own interest.
- ◆ SWC service providers continue their relationships only so long as it is reasonably clear that service users are benefiting from the relationship.
- ◆ SWC service providers do not advise on problems outside the recognized boundaries of their relationship and expertise.
- ◆ SWC service providers do not abandon or neglect service users receiving support. Reasonable arrangements for the continuation of such assistance must be made.
- ◆ SWC service providers must ensure that they *do no harm* to service users during the delivery of services.
- ◆ SWC service providers when consulting with colleagues or referral resources do not share confidential information that could reasonably lead to the identification of a client. Information may be shared only to the extent necessary to achieve the purposes of the consultation, and as set out in the Centre's Confidentiality Policy.
- ◆ SWC service providers seek appropriate professional assistance for their personal problems or conflicts that may impair work performance.
- ◆ SWC service providers do not engage in sexual activities or sexual contact with service users.
- ◆ SWC service providers remain accountable for relationships with former service users and must be cautious about entering into non professional relationships when a woman has completed her service use of the Centre.
- ◆ SWC emphasizes the importance of and need for a clear process to both service providers and service users in the complaints and disciplinary process. Anyone who wishes to make a complaint can use the complaints form.

*Copies of the entire Boundaries Policy can be obtained by contacting the Executive Director.*