



CS03c Professional boundaries



What are professional boundaries?



A **procedure** is a list of rules for Ark workers.

This is the procedure for how your workers keep their **professional boundary**. It means that workers are friendly with you and support you, but are not friends with you outside of their work.

It is our job to help you be safe.

Who is this procedure for?



Everyone who works for Ark in Care and Support has to follow these rules.

It also means people who are doing a job for us, like a plumber coming to a house you rent from us.

What happens if workers do not follow this procedure?



When a worker does not follow the rules it is called a **breach of professional boundaries**. This is not OK.

If workers do not follow the rules then their manager will help them understand the rules better.



The SSSC makes sure care workers are doing their job properly.

If care workers do not follow the rules, we might tell the SSSC.



If your worker already knows you or your family before they start working for us, they need to tell us.

We will probably decide that they only should work with other people.

When workers are with you, they are there for your care and support.



If your worker does something that is not allowed, you can tell another worker or anyone else who helps you. That person will help make sure you are safe.

What things might be OK?



Some people like getting hugs and being touched. Some people like having banter with staff, like gentle teasing and making jokes. Some people do not like these things.



These things might seem like they are against the rules for professional boundaries, so it is important that it is recorded in your support plan or housing information that you are OK with this.

What is **never** OK?



They will never borrow money from you. They will not loan or give money to you.

You do not need to give your workers any presents.



They will not be in an intimate relationship with you. This means they can not be your boyfriend or girlfriend.



They will not be friends with you or your family on social media. They are not allowed to accept your friend request.

They can not post things about you or your family on their social media pages.

What is **never** OK?



They should not tell you their home phone number or address.



Your workers will never play-fight with you.



You workers will not gossip with each other about you or talk about you when they are not at work.



Your workers will not share information about you unless you say OK.

How will workers know what to do?



When people start to work for Ark, they get training.

They learn about **Adult support and protection**. This is about how to keep people safe from harm and abuse.

They will learn about professional boundaries and how to make sure they follow those rules.

When do we check this procedure?



This policy lasts for 5 years.

It was agreed by Ark in July 2025.

It will be checked again in July