



Policy and Procedure # 321

Employee and Client Professional Boundaries

Approval: _____ Effective Date: 5/9/24

POLICY:

As paid providers, all EFI employees shall consistently maintain only professional and appropriate relationships with EFI's clients. Clients are not to be seen as or treated like friends or family members by employees. Employees shall not instigate or permit any type of non-professional relationships with clients, nor shall they enter into any type of agreements, financial or otherwise, with any client outside of their normal and standard job duties description. Employees who are unsure of the appropriateness of any situation shall consult with their supervisor or department director for clarification.

PROCEDURE:

1. Physical conduct between employees and clients shall only consist of casual contact, such as handshakes, as outlined in EFI's physical conduct between clients & between clients and employees P&P.
2. Employees shall only speak to clients in a professional and courteous manner and shall not refer to clients using any name other than the client's legal name or, with the client's permission, a commonly recognized nickname. Example; Joseph or Joe. Terms of endearment, such as "Sweetheart", or "Mommy" are at all times inappropriate. Clients using such terms for their employees shall be discouraged by respectfully reminding them that:
 - A. These names are not appropriate,
 - B. You are a paid employee, not their "honey", "mom", etc.
 - C. Your name is actually_____.Employees shall document in a client's progress notes when such reminders are needed.
3. Off-duty employees as well as their children, relatives, friends or pets of employees are not allowed to visit a client or a client's home without prior permission from the client(s) and from the Department Director for each visit.
4. Employees shall use only company provided cellular phones unless the call is for reasons directly concerning the client, then they may use the clients telephone. The only exception is if the company cell phone is out-of-order or missing, then an employee may only use the client's phone, with the client's permission, to contact the office, the AOC or emergency services.
5. Employees are not allowed to use a client's personal possessions without permission of the client and permission and guidance from their supervisor or department director. This includes television sets, furniture, BBQ grills, etc. Employees will at all times respect the client's property as private



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and will never misuse or abuse any item. Employees using a client's property will be held responsible for any damage to said property. Employees also will not re-arrange a client's furniture or change television channels, etc. for their own comfort or preferences.

6. Employees shall not give gifts or purchase items for clients such a food, drinks, medications, etc. Employees wishing to donate items to EFI clients shall consult with their Department Director for guidance and should understand they may remain anonymous.
7. Employees shall not accept gifts from clients as it would be considered a conflict of interest and may be perceived as exploitation.
8. No financial contracts or other agreements, such as purchasing or selling property or personal items, shall be allowed between clients and employees or between clients and the family members, friends or acquaintances of employees. Employees shall not borrow from nor loan money to clients.
9. Employees will not discuss or try to influence clients in regards to religion, politics or other social or moral beliefs or issues.
10. Employees shall always knock on a client's room or house door and wait for permission before entering. Procuring or accepting keys to a client's home, room or other property are prohibited.
11. Employees will at all times, while on-duty, remain focused on the welfare of the client. Discussions with clients or other employees concerning the employee's personal life, financial affairs, health issues, etc. will not be acceptable.
12. Employees will not provide personal information, such as their home address or telephone numbers to clients. If a client needs to reach an employee who is off-duty, the client may call the EFI office for assistance or the AOC when the office is closed.