



2021/22

Code of Conduct

# Clean Slate Policies

## CODE OF CONDUCT

### Confidentiality

All our staff and volunteers are bound by the Code of Conduct. These include clauses on confidentiality which state that:

- The fact of the meeting and the content of the meeting are private and confidential.
- Information is not given to a third party without the consent of the client.
- In exceptional circumstances this confidentiality may be broken IF the listener has serious concerns that the client may be in danger of harming themselves or others.
- In such circumstances this is discussed with the client first wherever possible, and the client would always be informed that such action has been taken.

In practice, these clauses mean that we do not release names of clients to anyone outside the service, nor are we able to confirm to third parties whether or not someone is seeing us.

Sometimes, when for example a doctor has referred someone to the service, we will write to the referrer to let them know that the person has attended. We do NOT pass on information, or discuss a client's problems with parents, or friends of the client even if they contact us with concerns about a client.

If a listener has concerns about a client harming themselves or harming others, they would talk with the client to develop a risk help plan, which would usually involve the listener contacting an appropriate person, such as the client's GP.

### Confidential Data and Personal Notes

We keep records of our work, such as client contact details, notes of the progress of the sessions, and any correspondence.

These records are kept securely (in locked cabinets in the office) for six years, and then destroyed.

### Supervision of Listeners

In accordance with our Code of Ethics and Practice, listeners review their work on a regular basis with a supervisor who is another experienced listener.

This is in order to monitor the effectiveness of the listener's work and safeguard the client from unethical practice. Such review takes care to protect the privacy, anonymity, and dignity of the client.

## Code of Conduct

### Introduction

- The code applies to any member of staff working in the Clean Slate whether full time, honorary, and sessional or trainee.
- The first principle of this Code is that the well-being of the client is the central concern of the listener. The listener should not exploit their client sexually, financially or emotionally or cause physical harm.

### Boundaries

- It is essential to be aware of the boundaries of listening and to limit relationships with clients to the therapeutic setting.
- The listener should not take on as clients members of her own family, friends or immediate colleagues.
- The listener should never enter into a sexual relationship with their current or past clients.
- The listener should never befriend any client on social media without prior written consent from project manager
- The listener should never give any client their personal mobile number, address or any other personal contact details.

### Contractual arrangements

- Listeners should ensure as far as is possible that the client is aware of the contractual boundaries of the relationship. This includes, day and times of meetings, arrangements for holidays, aims and type of working methods including the ending of listening help. The right of the client and of the listener to terminate, subject to contractual arrangements, should be acknowledged.
- If you are unable to keep an arrangement, then please contact the office ASAP or advice the client.

### Confidentiality

- The listener-client relationship is one in which the client should feel safe that both the fact of the meeting and the content of that meeting is private and confidential to Clean Slate.
- Listeners should take all reasonable steps to ensure that colleagues, staff and trainees with whom they work understand and respect the need for confidentiality regarding any information obtained.

### Limitations on Effectiveness

- The listener should be aware of the limitations on his or her ability to offer an effective service.
- The listener must not make false claims as to their competence or training.

### Dress Code

- Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate in our organisation.
- Torn, dirty, or frayed clothing is unacceptable.

- Any clothing that has words, terms, or pictures that may be offensive to other are unacceptable.

### **Mobile Phones**

- Must be turned off or on silent whilst with clients

### **Attitude**

- Non-judgmental
- Polite
- Never look shocked
- No swearing
- Respectful, empathic and genuine

### **Alcohol & Drugs**

- Do not use drink or drugs whilst working for Clean Slate

**NEVER MAKE PROMISES YOU CANNOT KEEP**