



**SAINT** **John's**  
**HOSPICE**  
and the  
**Good Shepherd Program**  
WHERE HOMELESS MEN FIND DIGNITY,  
RESPECT AND NEW BEGINNINGS

1221 RACE STREET, PHILADELPHIA, PA 19107 • (P) 215.563.7763 • (F) 215.563.0108 • (W) SAINTJOHNSHOSPICE.ORG

**Saint John's Hospice Volunteer  
Client Fraternization Policy**

**Policy: Services must be provided in a manner that meets the needs of the hospice and is consistent with Catholic religious, ethical, moral, and professional principles. A [volunteer](#) is any person who provides assistance for Housing and Homeless Services program and who is not paid to provide that service. Professional boundaries must be observed between volunteers who are essential to providing these services and the clients who we serve.**

Services are provided by both paid staff (employees) as well as unpaid volunteers. Both are essential to meeting the needs of our clients, the recipients of our services. There is a *Fraternization Policy* for Catholic Social Services paid staff that all agree to as a condition of employment that governs staff-client relationships both on and off duty.

This policy is an effort to similarly ensure that volunteers observe boundaries with clients to protect the integrity of our services.

The following rules govern volunteer-client relationships [during the course of volunteer work](#):

1. Treat all clients equitably. Do not provide a client with any special gift, gratuity, or favor.
2. Maintain confidentiality with and about clients and the agency. Do not gossip about or discuss the character of a current or former client or the operations of the agency and its employees.
3. Maintain a professional relationship with clients. Do not loan money to or borrow from clients; and do not accept gifts from without supervisor knowledge/approval. Do not engage in business with clients, such as selling goods, services, or raffle tickets. Do not joke about or share with client's topics that reflect racial, ethnic, sexual, or religious intolerance or prejudice or offensiveness. Do not use vulgar, obscene, or profane language.
4. Maintain a personal distance with clients. Do not date, inappropriately socialize with, or engage in any sexual activity with a client during the course of or on the basis of a volunteer position. Do not invite a client to the volunteer's home.

- 5 Do not counsel or perform other case management duties with clients. Refer them instead to their case managers.

This policy recognizes that volunteers may in fact have personal or business relationships with clients but establishes a clear distance between those relationships and Saint John's Hospice volunteer services.

Each volunteer will sign a copy of this policy. Agency managers will investigate any violations of these rules and take appropriate action, including possible termination of further volunteer service.

I have reviewed and received a copy of this Volunteer-Client Fraternization Policy and have had the opportunity to ask questions about it from my supervisor or Volunteer Coordinator. I will comply with this policy.

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_ 2015

Signature of Supervisor or Volunteer Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_ 2015