

# Defining Boundaries: A Guide for Community Sponsorship



# Defining Boundaries

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*This guidance has been created to help Community Sponsorship groups to think about the volunteer relationship. It provides practical guidance for defining safe boundaries, to prevent putting volunteers or families at risk.*

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## Introduction: Why Do We Need Boundaries?

Spending time defining the way in which your Group will operate and what your family can expect from you will be hugely helpful for your Group as well as the family.

**Here are some of the reasons we need to set clear boundaries:**

### **1. Power Dynamics**

When they first arrive, the family will be very reliant on you – you are responsible for sorting their tenancy agreements, for accessing social welfare payments, for accessing healthcare, setting up bank accounts, finding schools. Some of you will know intimate details about their finances, health or history, that we would never share with our friends, and certainly not with our neighbours.

This creates a power imbalance between you and the family members. This is not the same as a relationship you would have with your friends or neighbours and should not be treated as such.

### **2. Provide Clarity**

Boundaries help by clarifying what type of behaviour is, or is not, acceptable. This helps people to have confidence about how to act in different situations, encouraging high standards and consistency between different volunteers. This helps manage expectations and prevent misunderstandings.

For this reason, it is essential that group members are consistent and follow the same boundaries.

### **3. Healthy and sustainable relationships**

It is important that you and the family maintain a sense of privacy, and self-care. You are not expected to be on beck and call every hour – you need to protect your time and wellbeing. You are also not expected to share intimate details about your life – you can decide how much you want to share with them.

Similarly, the family will need their own time alone too, and will want some things to remain private between them.

### **4. Moving towards independence**

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It is important that we do not do things *for* the family – rather that we give them the tools and knowledge to do things for themselves. We also do not have the right to make decisions on their behalf – we can only provide advice and support. We cover this in more detail below.

### Step One: Defining the Volunteer Relationship

It is important to consider the distinction between being a friend, and volunteering. Friendship is a private, mutual, and equal relationship. As a volunteer with a Community Sponsorship Group, you are providing a service which is open to scrutiny by others. As mentioned above, there is also a power imbalance between you and the family, especially when they first arrive.

#### **Your role as volunteers is to support the family to:**

- Become familiar with their new surrounding
- Settle, live and work independently in the UK, and
- Learn English

You are here to provide support to the extent that the family wants and needs it, to help ensure that Home Office requirements regarding language learning, education, employment support, health support are met, to promote the family members' wellbeing and encourage their independence.

#### **Being clear about your role is an important part of working safely**

#### **Write clear volunteer role descriptions**

Create a volunteer role description for each person. It can be simple, but it should outline what they are expected to do. This will help to set boundaries about what support each of you will or will not offer.

It will also help you to know when you have completed your volunteer role and are ready to transition from a formal volunteer to an informal friendship.

#### **Don't be afraid to clarify boundaries if the family ask you to do something which is not your role.**

Bear in mind that the family may have limited understanding of the volunteers' role and may have unrealistic expectations about what may be offered. Try to be clear from the outset about the boundaries of your role. For example, you are not expected to be on call at any time day or night, or to carry out household tasks or errands.

#### **Transitioning from volunteer to friend.**

One of the great things about Community Sponsorship is the lasting friendships created in the local community. However, we also know that Groups find the transition and

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boundaries between being a volunteer and being a friend one of the most difficult areas to manage.

Volunteers offer a commitment of time, to fulfil a role. Once that role is complete, or no longer needed, the volunteer role can end, and friendship can begin. It is important that you make this a formal process, so that everyone is clear when the volunteer relationship has ended.

You will need to be flexible and adaptable but try to make the transition part of the wider plan. We can help you to develop clear Transition Plans – contact your Sponsor Refugees' representative.

### What if we are becoming natural friends?

If you find that you are becoming good friends with the family, and you feel that boundaries are starting to blur – then consider whether you might be more useful to the family as a friend rather than a volunteer. Having close genuine friends is so important for wellbeing, and so this could be a really positive transition.

In these circumstances, we would suggest that you step back as a formal volunteer and make this change in relationship very clear to the family.

**It must be a mutual decision whether to remain friends once the volunteer role has ended.**

### Empowering People to Live Independent Lives

Your purpose is to empower families to live independent lives. Since you are dedicating your time to this project, it is likely that you care very deeply about supporting people. This is brilliant, but it is important that your compassion doesn't lead you to doing things *for* the family, rather than guiding them to solve problems themselves, and to build the skills they need to live with autonomy and resilience. At Citizens UK, we advocate the 'Iron Rule':

***Never do for others what they can do for themselves.***

Follow these principles of empowerment:

- **Empower** families to make their own choices.
- **Provide** families with enough information to make informed decisions.
- **Encourage** families to be independent.
- **Support** their decisions – whether or not you agree with them

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### What does that mean for you?

- Families will make decisions for themselves and set their own goals they work towards.
- You work in partnership with families – they are not dependent on you.
- Sometimes, families will make decisions you disagree with and sometimes they will make mistakes.
- Some people may need more encouragement than others.

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### Step Two: Write a Code of Conduct

Before the family arrives, you must work together as a team to decide what your boundaries and safe practices are. Look at each of the areas outlined in this guidance and agree together what is acceptable.

Remember, you will all have different knowledge and experience, so you may have different points of view about what is and is not acceptable. What is important is that you agree, as a Group, what the Groups boundaries are, so there is consistency across the team.

**You must send your final Code of Conduct to your Sponsor Refugees representative, who must sign it off before the family's arrival. This is a condition of our Lead Sponsor agreement.**

**This Code should be included in the Volunteer Handbook. By registering to volunteer with your group, they agree to follow the group's Code of Conduct.**

*See Appendix One for a template Code of Conduct.*

### Your Personal Safety

	<b>Sponsor Refugees Guidance</b>	<b>Our Notes</b>
<b>Prioritise your own safety</b>	Always prioritise your own wellbeing, health and safety. If you are concerned about anyone's behaviour, or you feel at risk, you under no obligation, and should NOT remain in a situation you consider unsafe.	
<b>Let others know where you are</b>	When you visit the family, let someone else know where you are going and when you expect to return.	
<b>Mobile phones</b>	Take a charged mobile phone with you in case of emergencies	
<b>Alcohol, Drugs and Cigarettes</b>	Do not visit the family while under the influence of drugs or alcohol. Do not smoke in the family home.	
<b>Report concerns to DSL</b>	Report any health and safety concerns or incidents (even minor incidents or 'near misses') to the Designated Safeguarding Lead (DSL)	



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### Planned activities with the family

	<b>Sponsor Refugees Advice</b>	<b>Our Notes</b>
<b>Two-person rule</b>	In the initial support stages, it is always safer to make sure there are two people present when meeting families. This protects both you and the family from potential harm, or allegations of harm.	
<b>Lone working</b>	<p>You might decide, once a relationship has been established with the family, to allow lone working. This decision should be made as a group, and with the express consent of all volunteers and family members.</p> <p>When making this decision, think about what the risks might be, how to minimise these, and what to do if something goes wrong.</p> <p>No-one should be asked to be alone with a volunteer/family member if they feel uncomfortable.</p> <p>We recommend that you maintain that no male family member and female volunteer, or vice versa, will be alone together throughout the sponsorship period.</p>	
<b>Public places</b>	<p>We encourage you to organise activities in public or community places so families can get out into the community.</p> <p>Make sure the places you use are appropriate, free, and not a complete culture shock.</p> <p>Their home is a private space, and wherever possible, it should be protected as such. Though, as in all situations, you should be led by the family – it may be more convenient to meet at home, and they may love to have regular guests!</p>	
<b>The family home</b>	Once the family is living in the home, volunteers and other Group representatives should not visit their home without an invite.	

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<b>Invites to your home</b>	<p>Inviting the family you are supporting as a volunteer to your home or other private location can blur the boundaries between your volunteer role and potential friendship.</p> <p>It could also put unfair expectations on other volunteers, who may not feel comfortable or able to host people in their home.</p> <p>It may also bring to light socio-economic differences between you and the family, which could lead to friction or difficult conversations.</p> <p>We suggest that volunteers should only welcome families into their homes once they have stopped being a volunteer, and transition into friendship.</p> <p>Any other instance (for example, if you are an English language teacher, and you have an office or studio where you teach) should be part of a pre-arranged activity, discussed with agreement from the family and the leadership team.</p> <p>A risk assessment must be carried out, to consider what the risks could be and how to prevent these.</p>	
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### Hospitality, gifts, and money

	<b>Sponsor Refugees Guidance</b>	<b>Our Notes</b>
<b>Gifts</b>	<p>The family will be living on a very tight budget. They may feel obliged to feed you each time you visit, or show their gratitude through gifts, but this could get very expensive very quickly.</p> <p>On the other hand, refusing gifts may be hurtful. Some families have told us that providing food helps to maintain dignity and reciprocity.</p> <p>If you are concerned that they are spending too much, or that they feel a sense of obligation,</p>	

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	<p>have an open conversation with them about this.</p> <p>We don't advise that individual volunteers give gifts to family members. This can lead to unrealistic expectations of you and the other volunteers. Discuss with the leadership team if you wish to offer a gift or to reciprocate hospitality.</p>	
<b>Lending or borrowing money</b>	<p>Don't lend to or borrow money from any person you are supporting. Be clear that it is the family members' responsibility to manage their money and make decisions about what they spend; you are not responsible if they are struggling with this but can bring concerns to the attention of the group.</p>	
<b>Managing money</b>	<p>Do not manage the family's money or bank account for them. You should teach the family how to pay bills, use online banking, use ATMs, etc – but you should not be doing this <i>for</i> them.</p>	
<b>Trips</b>	<p>Be mindful that the family will need to manage within the resources available to them; if you suggest outings or shopping trips, ensure that these will be affordable to the family.</p>	

## Communication

	<b>Sponsor Refugees Guidance</b>	<b>Our Notes</b>
<b>Have clear times for communication</b>	<p>Decide times of day that you can be contacted for non-emergencies (e.g. between 8am to 9pm) and communicate this clearly to the family.</p> <p>Ask the family what times of day they are happy to be contacted also.</p> <p>If possible (once things have settled), organise a regular, scheduled visit time, where you will troubleshoot problems that arose that week and make plans, so that you can all protect and manage your time. This way, the family can feel reassured that there is a time set aside to address their concerns.</p>	

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	<p>Families have told us that they miss the spontaneity of life in their home countries, where they would often pop in to visit each other without having to schedule an “appointment” day in advance. Bear this in mind and be prepared to have open conversations about this.</p> <p>Consider how you can support the family to build friendships in the community and find this spontaneity and joy that is so important to wellbeing.</p>	
<b>Main contacts</b>	<p>Assign key volunteers to be the main contact point.</p> <p>If you feel you need to share your contact details, or have the contact of someone you are supporting, the leadership team and family should approve this.</p>	
<b>Private contact</b>	<p>Private contact with the family outside of your volunteer role is problematic. While the family are reliant on you for support, there is a power imbalance, and private messages cannot be scrutinised.</p> <p>If you feel that you are developing a close friendship, and you want to spend time together outside of your volunteer role, you may want to consider stepping back as a volunteer.</p> <p>Genuine mutual friendships are so integral to wellbeing, and you could bring more joy and value as a genuine friend than in a formal volunteer role.</p>	

## Advice and Decision Making

	Sponsor Refugees Guidance	Our Notes
<b>Making Decisions</b>	<p>Empower families to make their own choices. Provide family members with the information they need to make informed choices.</p> <p>Don't let your personal opinions interfere with supporting the family in their chosen course of action.</p>	

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<b>Empowerment</b>	Never do or decide for others what they can do for themselves. Your support should be led by what the family want, not what you think they need.	
<b>Refer to specialist organisations or individuals</b>	It's not safe to give families specialist advice outside of your knowledge (e.g. immigration, healthcare, legal). You should signpost them to people and organisations best placed to give them professional advice.  <b>NOTE:</b> Giving immigration advice if you are not an OISC regulated adviser is a <b>criminal offence</b> .	

## Maintaining Positive Relationships

	Sponsor Refugees Guidance	Our Notes
<b>Respect</b>	Respect differences in beliefs, religion, culture, and so forth. Do not try to impose your beliefs on others.  Speak about people as though they are in the room with you.	
<b>Reliability</b>	If you're unable to attend a planned visit, give as much notice as possible. Although events can happen that are beyond your control, the person you are supporting may feel very let down. Avoid taking on too much and risk letting people down.	
<b>Be positive and professional</b>	Never collude with the family's negative comments about other volunteers and other family members.	

## Social Media and Photographs

	Sponsor Refugees Guidance	Our Notes
<b>Photographs</b>	Only record images when you have the consent of everyone involved.  Be considerate about how the photographs will be stored and shared.	

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<b>Social Media</b>	<p>Don't 'friend' any family members on social media or similar while you are a volunteer. This blurs the boundaries of your role.</p> <p>Don't post images or share information about the family on social media without their consent.</p>	
<b>Press</b>	<p>We have to inform the Home Office if we will do any press coverage during the sponsorship period and get their consent.</p> <p>If you do any press, you must inform Citizens UK first – and we can help to arrange consent from the HO. Our Press Officer can also offer advice.</p> <p>You should not share any information about the family, or ask them to take part without their genuinely informed consent: that means that they understand what it will include, who will see it, and what are possible consequences. It also means that they feel able to say “no” to you.</p>	

## Confidentiality

	<b>Sponsor Refugees Guidance</b>	<b>Our Notes</b>
<b>Confidentiality</b>	<p>It is never acceptable to discuss personal information about volunteers or the family without their express permission, except where withholding such information could lead to harm, or where an illegal activity is being carried out.</p>	
<b>Avoid sharing information informally</b>	<p>Avoid talking about confidential information or making casual comments about individuals in informal or social settings, including with your own family or friends.</p> <p>You should also take care when speaking to a person about a confidential matter in a public place.</p> <p>Remember that emails are not secure and can easily be shared. Be considerate about what you include in emails, WhatsApp groups, or similar.</p>	

### Step Three: Briefing family members

It is important that the family you are supporting understand your boundaries. You will probably give the family a welcome briefing, but it will be an emotional time for them and there is a lot of information they may not remember. Therefore, each volunteer should remind the family what their role is when they meet.

Go through your Code of Conduct together and ask the family if they would like to add or amend any points. It may be useful to frame the conversation in a way that seeks to understand what would be normal or acceptable for them. For example, "How would you expect to communicate on a day-to-day basis with us?".

Boundaries may need to be renegotiated if the relationship with the family changes, or if the boundaries you have set are not practical now your family has arrived. Make sure that any changes are mutually agreed and communicated to all volunteers and family members and that everyone agrees to follow them.

#### **Actions:**

1. Write a Code of Conduct for volunteers and family members. Send to Sponsor Refugees for review and approval.
2. When the family arrive, go through the Code of Conduct with them. Give them the opportunity to ask questions, give feedback or amend any points.
3. Explain why the boundaries have been set in an honest and open way. They may not understand why you are trying to be more 'professional' in your approach.
4. Don't be afraid to clarify boundaries if the family ask you to do something which is not your role. They have a lot of information to remember and may forget.
5. When the role changes, help families understand what has changed, why and what that means.
6. Make sure families know how to raise any concerns they may have about volunteers, and vice versa. (This should be laid out in your Complaints Policy)
7. Review your Code of Conduct every few months. Ensure Sponsor Refugees, volunteers and family members are aware of and agree to any changes.

**Sponsor Refugees must be kept informed of any changes in your Code of Conduct.**

### Appendix One: Template Code of Conduct

#### Add an introduction to your group – who are you?

We are all volunteers. We are not paid by the government or any NGO. Our role is to provide support to the extent that you want and need it. We are doing this because **[What motivates us to support the family?]**

**We will support you for 12 months from DATE to DATE.**

We will help you to:

- Become familiar with your new home,
- Settle, live and work independently in the UK, and
- Learn English

### Your Commitment

We expect you to:

- Be kind and considerate. Please remember that we are volunteers, and we are not paid to support you.
- Treat us with respect and equality. Respect our beliefs, gender, religion, culture, ability, sexuality, and experience. Do not impose your beliefs on others.
- Don't get drunk or consume drugs while we are visiting.
- Don't put us in physical danger.
- Don't act sexually inappropriately.
- Contact us between **Xam** and **Xpm**, unless it is an emergency.
- If we have an arranged appointment, please be on time.
- If you are unable to attend a planned visit, give as much notice as possible. We may have arranged our work and other plans around this appointment.
- Feel comfortable to say 'no' if you disagree with us.

### Our Commitment to You

In return, we pledge the following commitments.

#### We will respect you

- We will be kind and considerate.



## Defining Boundaries

- We will respect your beliefs, gender, religion, culture, ability, and experience. We will not impose our beliefs on you.
- We will not act sexually inappropriately.
- If we can't attend a planned visit, we will give you as much notice as possible.

### We will respect your autonomy

- We will not *do* things for you – we will help and *teach* you, so that you have power to do things for yourself.
- We will try to give you enough information to make informed choices.
- We will empower you to make your own decisions.
- We will support your decisions.

### We will respect your privacy

- We will not visit your home without an appointment or invite.
- We will not share your contact details without your permission – only a few designated group members will know your telephone number.
- We will not discuss personal information about you without your express permission (except where withholding such information could lead to harm).
- We will not make casual comments about you in informal settings – for example, to our friends and family.
- We will only contact you between hours of X and X, unless there is an emergency.
- We will not take or share photographs of you without your consent.
- While we are volunteers, we will not “friend” you on social media.

### We will not exchange money

- We do not want you to feel obliged to give us food/drink every time we visit, or to spend your money on us.
- We won't lend to or borrow money from you. If you have concerns about money, tell us, and we can help you to find solutions.

### We will work safely

- We will make sure that all volunteers are checked and safe.<sup>1</sup>

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<sup>1</sup>All volunteers must:

- a) Have an enhanced DBS Check (This means that we have checked their police records to ensure they do not have a criminal history of violence or abuse).
- b) Provide two references (This means that two people have written a statement to declare they know the volunteer to be a trustworthy person).
- c) Attend safeguarding training (this means they know how to keep you and themselves safe).

## Defining Boundaries

- Initially there will always be two volunteers present when we meet with you.
- We will not volunteer while under the influence of drugs or alcohol. We will not smoke cigarettes in your home.
- We will not put you in physical danger.
- We cannot give you specialist advice (this is illegal in the UK). If you need such advice, we can help by connecting you with professional immigration lawyers.

## Family Members: What to do if you are concerned or have a complaint?

- If you are concerned about anyone's behaviour, or you feel at risk, you should NOT remain in a situation you consider unsafe. You can ask a volunteer to leave at any time.
- If you have a complaint or concern about the conduct of a volunteer, it is best to start by speaking with the person directly involved. If you cannot resolve your complaint or concern this way then contact: **NAME AND CONTACT**
- Or, if your complaint is about **NAME**, or you are not happy with how they have treated your complaint, you can contact: **NAME and CONTACT**
- Our Complaints Policy (**ATTACHED**) details how we will respond to your complaint.

## Volunteers: what to do if you are concerned or have a complaint?

- If a volunteer is concerned about someone's behaviour, or feels at risk, they must NOT remain in a situation they consider unsafe.
- If a volunteer has a complaint or concern about the conduct of a family member, they should start by speaking directly with the person and try to resolve it informally. They should tell the Core Team about the discussion.
- If the volunteer cannot resolve the problem informally, or if the Core Team decide that there has been a breach of the Code of Conduct, the Core Team will work with the persons involved to resolve the problem. Steps to resolve may include:
  - A written apology
  - A mediated discussion
  - Cultural awareness workshop

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- Where complaints or concerns remain unresolved, the Core Team will contact our Lead Sponsor Charity for advice and mediation.
- All people will remain confidential, telling only people who need to know.
- Once the concern is closed, the Core Team and family members will review the Code of Conduct and decide whether any amendments are needed.

### **Reviewed and approved by (Citizens UK)**

**Name:**

**Date:**

### **Signed by (Family Members)**

**Name:**

**Date**

### **Signed by (Group Chair)**

**Name:**

**Date**

*We recommend that you ask each volunteer to read and sign a version of this agreement also.*

### Appendix Two: Template Code of Conduct with Arabic translation

#### Our Sponsorship Agreement

اتفاقية الرعاية خاصتنا

**Add an introduction to your group – who are you?**

أضف مقدمة عن مجموعتك - من أنتم؟

We are all volunteers. We are not paid by the government or any NGO. Our role is to provide support to the extent that you want and need it. We are doing this because [**What motivates us to support the family?**]

جميعنا متطوعون، فلا نتقاضى رواتبنا من الحكومة أو أي منظمة أهلية، ويتمثل دورنا في تقديم الدعم بالقدر الذي نريده وتحتاجه، ونقوم بهذا الدور لأن [**ما هي دوافعنا لدعم الأسرة؟**]

**We will support you for 12 months from DATE to DATE.**

سوف ندعمك لمدة 12 شهراً اعتباراً من [التاريخ] إلى [التاريخ].

We will help you to:

ونساعدك على:

- Become familiar with your new home;

الاعتقاد على منزلك الجديد؛

- Settle, live and work independently in the UK, and

والاستقرار والحياة والعمل باستقلالية في المملكة المتحدة؛

- Learn English

وتعلم اللغة الإنجليزية

#### Your Commitment

التزامك

We expect you to:

## Defining Boundaries

نتوقع منك:

- Be kind and considerate. Please remember that we are volunteers. We are not paid to support you.
  - أن تكون لطيفًا ومتفهمًا. ويُرجى التذكر أننا متطوعون، ولا نتقاضى راتبًا لدعمك.
- Treat us with respect and equality. Respect our beliefs, gender, religion, culture, ability, sexuality, and experience. Do not impose your beliefs on others.
  - أن تعاملنا باحترام ومساواة، وأن تحترم معتقداتنا، ونوعنا، وديننا، وثقافتنا، وقدرتنا، وحياتنا الجنسية، وخبرتنا، وألا تفرض معتقداتك على الآخرين.
- Don't get drunk or consume drugs while we are visiting.
  - ألا تشمل أو تتعاطى المخدرات خلال زيارتنا.
- Don't put us in physical danger
  - ألا تعرضنا لخطر بدني
- Don't act sexually inappropriately
  - ألا تمارس سلوكًا جنسيًا غير لائق
- Contact us between **Xam** and **Xpm**, unless it is an emergency
  - أن تتصل بنا بين الساعة **× صباحًا** و **× مساءً**، إلا إذا كانت هناك حالة طوارئ
- If we have an arranged appointment, please be on time.
  - إذا حددنا موعدًا معك، فيرجى الحضور في الوقت المحدد.
- If you are unable to attend a planned visit, give as much notice as possible. We may have arranged our work and other plans around this appointment.
  - إذا تعذر حضورك في زيارة محدد موعدها، أخطرنا مسبقًا بأسرع ما يمكن؛ إذ يحتمل أن نكون قد نظمنا أعمالنا وخططنا الأخرى بناء على هذا الموعد.
- Feel comfortable to say 'no' if you disagree with us.
  - ألا تتردد في التعبير عن اعتراضك في حال مخالفتك رأينا.

## Our Commitment to You

### التزامنا نحوك

In return, we pledge the following commitments.

في المقابل، نتعهد بالالتزامات الآتية:

## Defining Boundaries

### We will respect you.

#### أن نحترمك

- We will be kind and considerate
- سنعاملك بلطف وتفهم
- We will respect your beliefs, gender, religion, culture, ability and experience. We will not impose our beliefs on you.
- سنحترم معتقداتك، ونوعك، ودينك، وثقافتك، وقدرتك، وخبرتك، ولن نفرض معتقداتنا عليك.
- We will not act sexually inappropriately
- لن نمارس سلوكًا جنسيًا غير لائق
- If we can't attend a planned visit, we will give you as much notice as possible.
- إذا تعذر حضورنا في زيارة محدد موعدها، سنخطرك مسبقًا بأسرع ما يمكن.

### We will respect your autonomy.

#### سنحترم استقلاليتك.

- We will not *do* things for you – we will help and *teach* you, so that you have power to do things for yourself.
- لن نقوم بأي فعل من أجلك – بل سنساعدك ونعلمك لكي تمتلك القدرة على القيام بالأفعال بنفسك.
- We will try to give you enough information to make informed choices
- سنحاول تزويدك بمعلومات كافية لاتخاذ قرارات مستنيرة
- We will empower you to make your own decisions
- سنمكّنك من اتخاذ قراراتك بنفسك
- We will support your decisions
- سندعم قراراتك

### We will respect your privacy.

#### سنحترم خصوصيتك.

- We will not visit your home without an appointment or invite.
- لن نزرع منزلك بدون موعد أو دعوة.
- We will not share your contact details without your permission – only a few designated group members will know your telephone number.
- لن نصح عن بيانات الاتصال بك دون إذنك - لن يعلم رقم هاتفك سوى قلة من أعضاء المجموعة المعيّنين.

## Defining Boundaries

- We will not discuss personal information about you without your express permission (except where withholding such information could lead to harm).
- لن نناقش معلوماتك الشخصية دون إذن صريح منك (باستثناء الحالات التي قد يؤدي فيها حجب هذه المعلومات إلى ضرر).
- We will not make casual comments about you in informal settings – for example, to our friends and family.
- لن ندلي بتعليقات عابرة عنك في أماكن غير رسمية - على سبيل المثال، لأصدقائنا وعائلتنا.
- We will only contact you between hours of X and X, unless there is an emergency.
- سنتصل بك فقط بين الساعة X وX، إلا إذا كانت هناك حالة طوارئ.
- We will not take or share photographs of you without your consent.
- لن نلتقط صورًا لك أو نشاركها دون موافقتك.
- While we are volunteers, we will not “friend” you on social media.
- طوال فترة تطوعنا، لن نرسل لك طلب صداقة على وسائل التواصل الاجتماعي.

### We will not exchange money

#### لن نتبادل الأموال

- We do not want you to feel obliged to give us food/drink every time we visit, or to spend your money on us.
- لا نرغب في شعورك بالاضطرار إلى تقديم طعام أو شراب لنا في كل زيارة، أو إنفاق أموالك علينا.
- We won't lend to or borrow money from you. If you have concerns about money, tell us, and we can help you to find solutions.
- لن نقرضك أو نقترض منك مالا، وفي حال مساورتك مخاوف بشأن المال، أخبرنا ويمكننا مساعدتك في إيجاد حلول.

### We will work safely

#### سنؤدي عملنا بسلامة

- We will make sure that all volunteers are checked and safe<sup>2</sup>

<sup>2</sup>All volunteers must:

يجب على جميع المتطوعين:

- d) Have an enhanced DBS Check (This means that we have checked their police records to ensure they do not have a criminal history of violence or abuse).  
(أ) الحصول على شهادة الخلو من السوابق (مما يعني التحقق من سجلاتهم الجنائية للتأكد من عدم وجود سجل إجرامي للعنف أو الإيذاء)
- e) Provide two references (This means that two people have written a statement to declare they know the volunteer to be a trustworthy person).  
(ب) تقديم مرجعين اثنين (مما يعني كتابة شخصين بيانًا يفيد بموثوقية المتطوع).
- f) Attend safeguarding training (this means they know how to keep you and themselves safe).  
(ج) حضور تدريبات الحماية (مما يعني علمهم كيفية المحافظة على سلامتك وسلامة أنفسهم)

## Defining Boundaries

- سنتأكد من أن جميع المتطوعين قد خضعوا للفحص وأنهم سالمون<sup>1</sup>
- Initially there will always be two volunteers present when we meet with you
- مبدئيًا، سيلتقي بك متطوعان دائمًا
- We will not volunteer while under the influence of drugs or alcohol. We will not smoke cigarettes in your home.
- لن نتطوع ونحن تحت تأثير المخدرات أو المشروبات الكحولية. ولن ندخن السجائر في منزلك.
- We will not put you in physical danger
- لن نعرضك لخطر بدني
- We cannot give you specialist advice (this is illegal in the UK). If you need such advice, we can help by connecting you with professional immigration lawyers.
- لا يمكننا تقديم مشورة متخصصة لك (لأن ذلك غير قانوني في المملكة المتحدة)، وفي حال حاجتك إلى مشورة متخصصة، يمكننا مساعدتك بتعريفك على محامين محترفين متخصصين في الهجرة.

## What to do if you are concerned or have a complaint?

### ماذا تفعل في حال شعورك بالقلق أو رغبتك في تقديم شكوى؟

- If you are concerned about anyone's behaviour, or you feel at risk, you should NOT remain in a situation you consider unsafe. You can ask a volunteer to leave at any time.
- إذا شعرت بالقلق أو بالخطر من سلوك أي شخص، ينبغي لك عدم البقاء في موقف تعدده خطرًا، ويمكنك طلب مغادرة المتطوع في أي وقت.
- If you have a complaint or concern about the conduct of a volunteer, it is best to start by speaking with the person directly involved.
- إذا كان لديك شكوى أو شعرت بالقلق من سلوك أحد المتطوعين، يفضل التحدث مع الشخص المعني مباشرة. If you cannot resolve your complaint or concern this way then contact: **NAME AND CONTACT** في حال تعذر حل شكاوك أو تبيد مخاوفك بهذه الطريقة، اتصل ب: **الاسم وبيانات الاتصال**
- Or, if your complaint is about **NAME**, or you are not happy with how they have treated your complaint, you can contact: **NAME and CONTACT**
- أو، إذا كانت شكاوك تتعلق ب**الاسم**، أو لم تكن راضيًا عن طريقة التعامل مع شكاوك، يمكنك الاتصال ب: **الاسم وبيانات الاتصال**
- Our Complaints Policy (**ATTACH**) details how we will respond to your complaint.



## Defining Boundaries

- توضيح سياسة الشكاوى لدينا (المرفقة) كيفية استجابتنا لشكاوك تفصيليًا.

### What volunteers will do if we are concerned or have a complaint?

#### ماذا سيفعل المتطوعون في حال شعورهم بالقلق أو رغبتهم في تقديم شكوى؟

- If a volunteer is concerned about someone's behaviour, or feels at risk, they must NOT remain in a situation they consider unsafe.
- إذا شعر أحد المتطوعين بالقلق أو بالخطر من سلوك أي شخص، يجب عليه عدم البقاء في موقف يعده خطرًا.
- If a volunteer has a complaint or concern about the conduct of a family member, they should start by speaking directly with the person and try to resolve informally. They should tell the Core Team about the discussion.
- إذا كان لدى المتطوع شكوى أو إذا شعر بالقلق من سلوك أحد أفراد الأسرة، ينبغي له التحدث مع الشخص مباشرة ومحاولة حل الأمر بشكل غير رسمي، وينبغي له إعلام الفريق الأساسي بالمناقشة.
- If the volunteer cannot resolve the problem informally, or if the Core Team decide that there has been a breach of the Code of Conduct, the Core Team will work with the persons involved to resolve the problem. Steps to resolve may include:
- في حال عدم تمكن المتطوع من حل المشكلة بشكل غير رسمي، أو في حال تقرير الفريق الأساسي وقوع انتهاك لمدونة قواعد السلوك، سيتعاون الفريق الأساسي مع الأشخاص المعنيين لحل المشكلة، وقد تتضمن خطوات الحل الآتي:
  - A written apology
  - اعتذارًا كتابيًا
  - A mediated discussion
  - نقاشًا عن طريق الوساطة
  - Cultural awareness workshop
  - ورشة توعية ثقافية
- Where complaints or concerns remain unresolved, the Core Team will contact the Home Office for advice and mediation.
- في حال عدم حل الشكاوى أو تبيد المخاوف، سيتصل الفريق الأساسي بوزارة الداخلية للحصول على المشورة والوساطة.
- All people will remain confidential, telling only people who need to know.
- ستظل هوية جميع الأشخاص سرية، وسيُفصح عنها فقط إلى الأشخاص اللازم علمهم.
- Once the concern is closed, the Core Team and family members will review the Code of Conduct and decide whether any amendments are needed.

## Defining Boundaries

- فور تبديد المخاوف، سيراجع كل من الفريق الأساسي وأفراد الأسرة مدونة السلوك ويحددوا الحاجة إلى تعديلها.

Signed by (Family Members)

وقعه (أفراد الأسرة)

Date

التاريخ

Signed by (Group Chair)

وقعه (رئيس المجموعة)

Date

التاريخ