

Professional and Personal Boundaries HR.P35

Regulation(s): | None
L-Tag(s): | None

POLICY: All staff members and volunteers must maintain a professional relationship between themselves and the patients and families cared for by Lifesong Hospice and Palliative Care.

PROCEDURE:

Professional Boundaries:

1. The behaviors and interactions of hospice employees or volunteers with the patient/family are limited to those called for by the demands of the hospice services being rendered.
2. Hospice employees and volunteers follow the ethics of their discipline and the hospice’s policies and procedures and *Standards of Conduct* at all times.
3. Hospice employees and volunteers do not make visits or telephone calls to patients/families outside of the scope of the patient’s plan of care. Prior to placing calls from individual phone, employees will dial *67 to block caller ID and should not offer individual or personal phone numbers to any clients. All clients should be given the office and after-hours numbers for any and all contact with the hospice staff. All contacts must be documented and should reflect the need addressed or the intervention provided.
4. Individual employees and volunteers should not promote an exclusive relationship with the patient/family. Employees and volunteers should not contact patients or families for personal reasons.
5. Hospice employees and volunteers are not allowed to purchase from or sell to patients/families items, goods or services of any kind while they are under the care of Lifesong Hospice and Palliative Care.
6. Hospice employees and volunteers are not allowed to perform any banking or other financial transactions for patients or families.
7. Any hospice employee or volunteer who has a prior relationship with a patient/family must make the relationship known in order to ensure that appropriate assignments are made.

Created:	Reviewed:	Revised:	Effective:
8/18	2/19		4/2019
Reviewed:	Reviewed:	Reviewed:	Reviewed:

8. Hospice employees and volunteers are prohibited from engaging in intimate relationships with any patient, family member or other caregiver.
9. Hospice employees and volunteers may not impose personal, religious or political beliefs on patients or families and should refrain from these conversation topics unless they directly relate to the hospice plan of care (spiritual care coordinators exploration of religious faith with patient/family).
10. Questions regarding conduct, ethics and/or this policy and procedure should be directed to the employee or volunteer's immediate supervisor.

Personal Boundaries:

Lifesong Hospice and Palliative Care recognizes and encourages teammates to have social relationships outside of the work environment except when such relationships could be detrimental to the well-being of the organization and to patient care. Therefore it is our policy that we ensure all teammates are treated equally and that teammates feel free to exercise open door policy. Therefore:

1. Hospice employees may not hire or supervise any relative, close friend or individual with which they have an intimate relationship.
2. If a person is hired who has a relationship with a current teammate, they are required to disclose this relationship to the Administrator prior to employment.
3. Employees are discouraged from engaging in intimate relationship with teammates or colleagues.
4. Supervisors are not permitted to engage in intimate relationships with any subordinate teammate, whether a direct or indirect report.

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