

Managing Relationships Policy

Care4Calais exists because of the compassion of our incredible volunteers who deliver aid and support to asylum seekers. As a volunteer you will regularly work directly with asylum seekers and refugees and, due to your empathy, you are likely to build relationships with them. It is important to ensure professional boundaries are maintained; you are volunteering as a humanitarian aid worker. This role is similar to that of a teacher, nurse or doctor. You are there to support their needs and you will be better able to do this if a professional distance is maintained. It's also important to remember that you are representing an organisation, so be mindful of how your conduct reflects and impacts on the organisation and our ability to help a great many people.

At its core Care4Calais is humans helping other humans who happen to be asylum seekers. To do this to the very best of our abilities we have a responsibility to maintain professional boundaries at all times.

Things to consider:

- The people we work with are incredibly brave and resilient but being in a country without documents or status can make it harder for you to stand up for your rights.
- Because of previous experiences, AS may be considered 'at risk,' and therefore it's important that when working with AS you recognise any potential vulnerability.
- Being friendly and approachable is encouraged within a professional parameter.
- It's likely you'll want to go above and beyond for the people you are working with, but it's important to consider how it will be perceived externally and potentially interpreted by the individual(s).
- Do your actions reflect the assessed and legitimate needs of the individual(s) you're supporting?
- As a volunteer you may have perceived influence, consider how this might impact the person you are supporting. Please be careful not to give advice unless you are qualified to do so.
- Boundaries are important for you too as a direct aid worker, as the role is rewarding but can also be demanding.
- Consider whether any actions you take are appropriate for a professional such as a humanitarian aid worker, nurse or teacher.
- If you are ever in any doubt, please consult with your local lead, your regional lead, and those around you. Perceptions of others will often give a clear steer when you are getting too close to a situation to see clearly.
- Keeping others informed, and documenting your actions and decisions, will protect you and the organisation if questions are ever raised.