Volunteers are expected to maintain professional boundaries with IRC staff and clients and should be respectful of cultural norms. The main objective of your volunteer service is to support clients in attaining their goals. It is important to respect client’s autonomy and their right to make decisions about their own lives. As you transition to support clients remotely, please keep the following in mind.

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| **DO’s** | **DON’Ts** |
| * Explain to clients why IRC has closed the office during this period. Acknowledge this is a rapidly changing situation and other changes may come.
* Ensure you and the client have access to technology resources that will help facilitate remote discussions (i.e. access to wifi, phone, etc.).
* Ensure you and the client understand how to use specific technology platforms in order to communicate.
* Maintain confidentiality. Review IRC resources that can be used to share information in a secure manner.
* Review and understand the [IRC Way](https://rescue.box.com/shared/static/swkzkyb2p83240j3m6c589i51iqbox04.pdf) and the [Acceptable Use Policy](https://rescue.box.com/s/4bvxg2rzqyzbj3iif1hv9i5tv4lrt97c). If you have questions about the policies contact IRC staff.
* Comply with all IRC documentation requirements.
* Set clear expectations about hours, frequency, and method of communication.
* Plan topics of discussion in advance. Share topics with client beforehand.
* Respect boundaries: let the client know if a remote session will be recorded and shared with them or an internal IRC group.
* Respect boundaries with regard to photos and social media.
* Communicate concerns for client health or safety to IRC staff immediately.
* Communicate general questions and feedback to IRC staff.
* Do take extra time to ask and answer questions to the best of your ability. This will help to build trust and rapport. Keep a list of anything you need to follow-up on or outstanding questions.
* Do validate client’s concerns and try to maintain a sense of calm.
* When working with youth:
	+ Verify that caregivers are aware of activities being conducted and the meeting schedule.
	+ Review and comply with [IRC’s Child Safeguarding Policy](https://rescue.box.com/s/0nwdl9om6o3a3pyw4cb3c6y1judbrtpw)
	+ Check with IRC staff on virtual group meet-ups and other scheduled activities that will be taking place for youth programming.
* Participate in trainings and meetings. Ask for support when needed.
 | * Don’t make any promises about when or how the situation may change.
* Don’t feel like you have to have all the answers, even in regards to IRC services.
* Don’t speculate with clients about the state of the world, the virus, etc. but instead provide facts where possible.
* Don’t act as an authority figure, parent, or counselor. Your role as a volunteer is to help support clients in attaining their goals. Please contact IRC staff if you have questions.
* Don’t be frequently late or constantly cancel meetings with the client. This can erode trust building.
* Don’t use offensive language during remote meetings.
* Don’t provide financial cash assistance to clients. Speak with the IRC Volunteer Coordinator about how to make a donation to support client programs.
* Don’t manage or take control of a client’s financial account.
* Don’t post photographs or video on public sites.
* Don’t engage in alcohol, marijuana, or illegal drugs when meeting with a client. This is a zero-tolerance policy.
* Don’t allow external guests to join in meetings, unless they are IRC staff, IRC volunteers, or IRC clients that have been approved to attend the meeting.
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