People Working Well

Supporting Staff Boundaries

Manager's Quick Reference and Checklist

Safety Huddle
Employer Resource

Key Areas for Policy Development

- Personal disclosure guidelines
- Social media rules
- Gift acceptance policy
- Client communication boundaries
- After-hours contact protocols
- Public encounter procedures
- Documentation requirements

Essential Management Practices

- Regular policy reviews with staff
- Scheduled supervision sessions
- Team meeting boundary discussions
- Clear escalation procedures
- Case review meetings
- Professional development planning

Signs That Require Attention

- Staff working beyond hours
- Frequent client complaints about boundaries
- Personal involvement in client issues
- Social media boundary violations
- Inconsistent application of policies
- Signs of staff burnout
- Pattern of policy exceptions
- Staff spending disproportionate time with a particular client

Resources to Have Ready

- Written policies and procedures
- Response templates for common situations
- Training materials
- Incident report forms
- Supervision documentation tools
- Crisis response protocols
- Employee assistance program info

Quick Response Guide

When Staff Report Boundary Issues:

- Listen without judgment
- Review relevant policies
- Provide clear guidance
- Document the discussion
- Follow up as needed

When Policies Are Violated:

- Address immediately
- Document incident
- Review policy with staff
- Create action plan
- Schedule follow-up

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