



ELVES CIC

Client Interaction Policy – Summary for Staff and Volunteers

Our clients are often individuals who may be living with disabilities, limited mobility, or social isolation. Every interaction should reflect our commitment to respect, inclusion, and dignity.

1. Core Principles

- Treat every client with **kindness, patience, and respect**.
- Listen actively and communicate clearly.
- Always act as a **representative of ELVES CIC** - professional, friendly, and dependable.
- Protect the client's privacy and personal space.

2. Communication Guidelines

- Speak calmly and clearly; use plain language.
- Be mindful of tone, facial expression, and body language.
- Avoid sarcasm, patronising language, or raised voices.
- Ensure clients understand what will happen before starting any work.

3. Confidentiality

- Keep all personal and household information private.
- Only discuss client matters with authorised ELVES CIC staff.
- Store written or digital data securely and in line with UK GDPR.

4. Boundaries and Conduct

- Maintain **professional boundaries** - no personal relationships, social media contact, or private arrangements outside ELVES CIC.
- Do not accept gifts, tips, or favours.
- Respect the client's home and property; seek permission before moving or altering anything.
- If a client requests extra help outside your role, kindly explain our limits and report the request to your supervisor.

5. Safety and Safeguarding

- Always follow health and safety and lone working procedures.
- Report any signs of abuse, neglect, or unsafe conditions immediately to a Director.
- If you feel unsafe or uncomfortable during a visit, leave the location and contact your supervisor.

6. Representing ELVES CIC

- Wear appropriate clothing and identification.
- Be punctual, reliable, and maintain a positive attitude.
- Leave the site tidy and ensure clients are satisfied before departure.
- Uphold ELVES CIC's values of **community, respect, and empowerment** in every interaction.

This summary should be read alongside the ELVES CIC Code of Conduct & Reporting Handbook. All staff and volunteers are expected to follow both documents.