

Christian Servants Home Care

Annual Training 2026 - Professional Boundaries

Professional Boundaries in Caregiving:

This training will cover a variety of topics regarding professional boundaries in a non-medical caregiving setting. Settings include but are not limited to:

- Respite Care
- Personal Support Services
- Companion Care
- Homemaking Services
- CCS Services

Key Message: “Being caring and connected does not mean becoming personally involved.”

Why Boundaries Matter:

Clients and providers often develop strong, trusting relationships. That trust is valuable, but the provider's role must remain professional.

Professional boundaries help:

- Protect clients from harm or exploitation
- Protect providers from misunderstandings and allegations
- Create consistency and predictability
- Preserve confidentiality and privacy
- Clarify the provider's role
- Build trust with the family / client and company
- Support healthy relationships

What is a Professional Boundary?

A Professional boundary is a limit that defines what is appropriate within the provider - client relationship.

Think about these four areas:

- Role - What is my job?
- Relationship - What type of relationship do I have with this client?
- Responsibility - What am I responsible for and what am I not responsible for?
- Personal Life - What should remain separate from my work?

Caring Without Overstepping:

Healthy:

- Showing genuine interest
- Listening
- Encouraging the client
- Celebrating appropriate accomplishments
- Providing appropriate reassurance
- Respecting preferences and individuality
- Being dependable

Problematic:

- Becoming the clients “best friend”
- Sharing intimate personal problems
- Treating one client as a favorite
- Making promises you cannot keep
- Feeling responsible for solving every problem

Gifts, Money, Favors:

Clients or families may offer gifts, cash, gift cards, food, discounts or personal belongings. Caregivers may not accept gifts or tips. A polite way to deny, would be:

“That is very thoughtful of you. I am not able to accept personal gifts, but I really appreciate that you thought of me.”

If a gift cannot be reasonably refused, contact your manager as soon as possible for documentation and consult.

Social Media and Electronic Communication:

Personal social-media relationships can blur professional boundaries.

Examples:

- Following a client or family member on Instagram or Facebook
- Accepting a friend request from a client or family member
- Messaging through Facebook Messenger or Snapchat
- Communicating through a personal gaming account
- Sending messages late at night

Caregivers are required to use agency-approved communication methods and keep any communication professional and work related, during acceptable hours.

Challenging Behaviors and Restrictive Measures:

Some clients may display challenging behaviors due to dementia or cognitive impairment, mental health conditions, medication side effects or out of fear or frustration.

These behaviors may present with hitting, kicking, biting, yelling or throwing objects. A client may also portray sexual or inappropriate behavior such as unwanted touch or sexual comments or gestures.

Employees should respond by remaining calm, not escalating the situation, maintaining a safe distance, reaffirming boundaries and / or removing themselves if their safety is at risk.

All incidents should be reported to a manager immediately. Your safety matters. Set boundaries, remain calm and report every incident.

Challenging Behaviors and Restrictive Measures Continued:

Restrictive measures refer to any actions, tools or interventions that limit a client's freedom of movement, access or personal rights. Employees may NOT use restrictive measures unless presented with a life threatening situation.

Examples of restrictive measures include but are not limited to:

- Physical restraints (holding or preventing movement)
- Locking doors or seclusion
- Verbal threats or coercion
- Confiscating personal belongs like food, phone or clothing

Alternatives to restrictive measures:

- Verbal de-escalation
- Redirection or distraction
- Offering choices
- Environment change, taking a break, giving space
- Contacting your supervisor for guidance

The ultimate goal is to support the client, without removing their rights.

The Boundary Decision Tool:

When you are unsure, ask yourself: PAUSE

P - Policy. What does my agency policy say?

A - Appropriate Role. Is this within my professional role?

U - Unequal Power. Could the client feel pressured or obligated?

S - Secrecy. Would I be uncomfortable if my supervisor or the family knew?

E - Escalate. Should I consult my supervisor?

If you are still unsure, you should stop and ask before acting.

What to do if a Boundary is Crossed:

If you realize you've crossed a boundary:

- Stop the behavior
- Ensure the client's immediate safety
- Do not attempt to hide or minimize it
- Notify your supervisor
- Document according to agency policy
- Follow any required reporting procedures
- Develop a plan to prevent recurrence

Do NOT try to “fix” a boundary concern privately.

When to Get Help Immediately:

Caregivers should notify their supervisor ASAP for situations involving:

- Suspected abuse or neglect
- Sexual behavior or communication
- Threats to safety
- Exploitation
- Confidentiality concerns
- Serious injuries
- Requests to conceal information

Professional Boundaries Video:

Please use the link below to watch a training video.

[Professional Boundaries - The Caregiver and Client Relationship](#)

Training Takeaways & Summary:

A caregivers role is to:

- Provide safe, respectful services while supporting the clients needs and goals
- Protect privacy and confidentiality while following company policies and procedures
- Caregivers should ALWAYS consult their supervisor during times of uncertainty

A caregivers should avoid:

- Secret communication
- Accepting of gifts or tips
- Unauthorized service requests
- Oversharing of personal information
- Creating relationships that continue outside of their professional role
- Use of restraint or seclusion unless presented with a life threatening situation