

**All policies at  
The Haven are  
approved by our  
Haven  
Community  
Advisory Group.**

**You can obtain a  
copy of our  
Volunteer and  
Work Policy on  
request.**

## **The Haven Project**

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**1 Glen Avenue  
Lexden  
Colchester  
CO3 3RP**

**Tel: 01206 287316**

**Email:**

**[heather.castillo@thehavenproject.org.uk](mailto:heather.castillo@thehavenproject.org.uk)**

**Website:**

**[www.thehavenproject.org.uk](http://www.thehavenproject.org.uk)**

**Volunteering  
And Working  
At  
The Haven  
Project**

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The Haven is committed to using the help of service users in all aspects of its operation.

We subscribe to equal opportunities for anyone who wishes to help or work at the Project.

### **Community Members**

A Community Member is someone who is registered as a client at the Haven, and eligible to use any of its services.

Community Members may assist with many aspects of The Haven's operation, such as help with the environment, assistance with bulk mailings and leaflets, recruitment interviews, work as officers or members of The Haven Community Advisory Group or Research Group, and assisting staff with activities groups.

Community Members may wish to join Haven Staff Training Sessions, but they are not subject to Haven Procedures. Community Members should subscribe to The Haven Guidance and Policy about Acceptable Behaviour, and The Haven Client and Staff Harassment Policy.

Although Community Members are expected to respect confidentiality, **they are not bound by The Haven Confidentiality Policy and clients at The Haven should be aware of this.**

Community Members should not have access to confidential records at The Haven and nor should they be subject to emotional loading from other clients.

We are aware that Community Members may, at times, be subject to distressing information from other clients at the project. They may also feel too unwell, at times, to help. For this reason, Haven staff reserve the right to make clinical decisions about the contributions of Community Members should such activities impact negatively upon that person or other clients at The Haven.

### **Full Volunteers**

Full Volunteers are eligible to help with all aspects of The Haven's operation, both administrative and clinical. They are bound by all Haven policies and procedures, including the Confidentiality Policy.

### **Working at The Haven**

Anyone who works at The Haven, whether it is a Volunteer, Student on Placement, Sessional Therapist, Bank Worker, or employed Staff Member, should be interviewed by Haven clients before being accepted on the team. If a Haven client wishes to take up any of the above roles, also including acting as Advocate for a Haven client, they must have first de-registered from the Project and have demonstrated stability. Similarly, anyone who has used mental health services must have demonstrated stability. Once such a role has been taken up, it is not possible for that person to register or re-register at the Project.

Exceptions to this concern clients who may take up certain permitted work roles at The Haven that do not represent a boundary issue. This point is covered in detail in the final page of The Haven Volunteer and Work Policy.