

### Home Visit Protocol

- **NEVER** go into a client's home without supervision from a Social Worker or other Case Worker. This is for your protection as much as the client's.
- **ALWAYS** wait for the Social Worker or other Case Worker, even if the client invites you to enter their home. You can explain to them that you are not being rude; these are the rules.
- If the Social Worker or other Case Worker is **late** for your appointment, please **call us** immediately. We will chase them for you. **DO NOT** go into the client's home and **DO NOT** leave.
- **WAIT OUTSIDE** the home whatever the weather. If you are sitting in your car, make sure you can see the door from where you are. If necessary find a place of shelter (Library, Café etc) **and let us know where you are**. We will inform the client.
- **RESPECT** other people's homes and their privacy. **DO NOT** go into a client's **bedroom** or private rooms unaccompanied.
- **REMEMBER** you are not allowed to help changing or feeding infants or vulnerable adults. Any unnecessary **contact** should be avoided. This includes picking up children or babies to see how cute they are.
- **DO NOT** accept food and drink offers from the client, apart from a glass of water.
- **ALWAYS** leave the house with the Social Worker or other Case Worker.
- **DO NOT** stay after the booking for **ANY** reason.