



## **Program Boundaries & Disclaimers Policy**

### **Article I – Scope of Policy**

This policy applies to: the Chief Executive Officer, members of the Board, staff and contractors, and volunteers.

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### **Article II – Purpose**

To clearly communicate the limits of NEXTSTEP: Unlocked Potential (the “Corporation”; “NEXTSTEP”) services and protect the organization, its representatives, and participants from misunderstanding, harm, or liability.

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### **Article III – Policy Statement**

The Corporation provides non-clinical, non-therapeutic, and non-licensed support services only. The organization exists to reduce practical barriers to safety and stability and to connect survivors with qualified external providers.

The Corporation does not replace or duplicate the work of licensed professionals, shelters, legal advocates, or medical providers.

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### **Article IV – Explicit Service Boundaries**

The Corporation **DOES NOT** provide:

- Counseling, therapy, or mental health treatment;
- Crisis intervention or emergency response;
- Safety planning or risk assessment;
- Legal advice, advocacy, or court representation;
- Medical or psychological services;
- Case management or ongoing supervision.

Any service requiring licensure or professional certification is provided only through external referral.

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## **Article V – Required Disclaimers**

The following disclaimers must be communicated verbally and/or in writing, as appropriate:

- “NEXTSTEP is not a crisis service provider. In emergencies, call 911 or a local crisis hotline.”
  - “NEXTSTEP does not provide counseling, therapy, or legal services.”
  - “Participation in NEXTSTEP programs is voluntary and may be ended at any time.”
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## **Article VI – Survivor Participation & Consent**

- Survivors are not required to disclose details of abuse to receive services.
  - Participation does not obligate survivors to engage in referrals or additional services.
  - Written consent is required before sharing any identifying information.
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## **Article VII – Children & Youth Disclaimer**

NEXTSTEP does not provide direct services to children. All assistance is delivered through the adult caregiver and limited to material or logistical support.

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## **Article VIII – Board, CEO, Staff, & Volunteer Responsibility**

All representatives of the Corporation must:

- Accurately represent program scope and limitations;
- Follow the Funder-Safe Language Guide;
- Immediately refer emergencies to appropriate authorities.

Failure to adhere to this policy may result in corrective action or removal from role.

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## **Article IX – Policy Violations**

Violations of this policy may result in:

- Disciplinary action (up to and including termination of and/or removal of employment, Board position, volunteer status, etc.);
  - Legal consequences if applicable laws are breached.
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## **Article X – Policy Review**

This policy shall be reviewed annually by the Board and updated as necessary to reflect:

- Changes in law;
  - Best practices in victim advocacy.
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This policy was reviewed and approved by the NEXTSTEP: Unlocked Potential Board of Directors.

**Date Approved:** 4 Apr 2026

