

East Hoathly and Halland Community Garden CIC

STAFF AND VOLUNTEER CODE OF CONDUCT

[Incorporating policies for the safeguarding of volunteers and vulnerable adults]

Who we are/what we do

East Hoathly and Halland Community Garden provides supervised therapeutic gardening for vulnerable adults and provides fresh vegetable boxes for those in need within our local community. The guidelines below are in place to ensure the safety of all concerned in its activities without undue restrictions whilst enabling all to enjoy the experience. A volunteer is often being the first person with whom a service user will come into contact. We ask you to inform, help and guide people you come encounter.

What is the Code of Conduct?

This Code of Conduct is a summary of the policies that apply to being a volunteer or staff member, setting out the standards of behaviour that East Hoathly and Halland Community Garden expects from you and identifying your rights and responsibilities. Compliance with the Code of Conduct is a condition of your involvement with us and should be regarded as a minimum standard which you should to work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask a Director or the Project Manager.

Standards

User and volunteer well-being is at the heart of everything we do. As a volunteer or staff member you have a responsibility to care for one another and for service users. It is important that we demonstrate a positive attitude, equality and promote teamwork. Our commitment to you:

- Clarity regarding your volunteer role [attendance time, location, and any other requirements]; where possible and reasonable, volunteers should also be flexible and support activities where they can;
- Training for your role;
- A healthy and safe environment
- Appropriate supervision by a named staff member.

GENERAL GUIDELINES

Accountability

It is important that you attend every session that you have agreed to be present for. If you cannot attend a session you will directly inform us as soon as possible, to enable us to make alternative arrangements to fill your role. Failure to contact us may place additional pressure on existing volunteers and damage the reputation of the organisation.

Additional Duties

You may at times be asked to perform additional duties other than those to which you were originally assigned. Your cooperation and flexibility will help us to deliver our service as efficiently as possible. However, if you feel unable to do perform extra duties, please let the Project Manager or a Director know.

Behaviour

All volunteer members have a responsibility to behave responsibly at all times. Whilst at the Community Garden you must not:

- eat, smoke or chew gum in view of the general public.
- consume illegal substances
- consume alcohol (other than at designated staff functions)
- swear or use inappropriate/offensive language.

Clothing and footwear

You are required to provide your own footwear. We require, for safety reasons, that open toe shoes, flip-flops and high heels are not worn. For some roles Personal Protective Equipment will be provided for you in the form of safety boots and Hi Visibility jackets. Comfort is the priority so footwear such as trainers is an acceptable item of clothing. Personal comfort or various weather conditions may require you to wear additional layers of clothing. Additional garments and accessories may be worn to ensure religious or cultural requirements are observed.

Confidential Information

You have an obligation to protect confidential or personal information in relation to other volunteers and other organisations/events you may unwittingly obtain. If you have access to confidential information (including addresses or

telephone numbers of colleagues/clients), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event.

Contact with the Media

All requests from members of the media for comments/information should be politely directed to the Project Manager or a Director. This will ensure the accuracy of all information given to the media and help to maintain good relationships.

Criminal/Illegal activity

Any volunteer found to be engaging in criminal or illegal activity in the workplace will be referred to the police.

Dangerous Weapons/ Firearms

Possession/carrying firearms or dangerous weapons is not permitted.

Equal Opportunities

East Hoathly and Halland Community Garden is committed to ensuring within the framework of the law that our Community Garden is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria. *(Please refer to the Equal Opportunities Policy).*

Facilities and Property

East Hoathly and Halland Community Garden has significant constraints on resources and has a high level of public accountability. We ask you to be efficient and economical and protect these assets. This covers all consumables and equipment. Property is not to be removed from the premises and/or used for private purposes without prior authority from the Project Manager or a Director. You are not authorised to use the organisation's equipment for private purposes.

First Aid

If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives.

- Clear the space around the ill or injured individual and keep other people away;
- Help make the individual comfortable;
- If possible, place them in the recovery position and call the 999 as soon as possible
- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin.

Fraud and Corruption

Fraudulent and corrupt activities are in fundamental opposition to the spirit of the organisation. If you suspect fraudulent or corrupt behaviour, report it to the Project Manager or a Director. We will treat reports of corruption/fraudulent behaviour as confidential, where possible, and will seek to protect individuals making such reports from recrimination. All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from the project and referred to the police (if appropriate).

Gambling

Gambling is strictly prohibited on any premises where you are volunteering.

Gifts and Hospitality

You should register the acceptance of any gifts or entertainment, other than those of nominal value (e.g. pens, diaries etc.) with the Project Manager or a Director. Gifts or entertainment, even of nominal value, should never be accepted if it could be seen as bribery. Where there is any doubt you should speak to the Project Manager or a Director.

Grievance Resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. East Hoathly and Halland Community Garden is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance. More information on the grievance resolution procedure can be obtained from the Project Manager or a Director.

Health and Safety

East Hoathly and Halland Community Garden is committed to providing you with a safe working environment. You are required to exercise reasonable care in the course of your role to ensure the Health and Safety of yourself and others and invited to familiarise yourself with our Health and Safety Policy.

Please be aware of, and follow all safety information. The following safety responsibilities apply to everyone:

1. Pay close attention and familiarise yourself with the facilities;
2. Co-operate fully with the Project Manager or a Director at all times;
3. Understand the emergency **procedure**
4. Do not use any equipment or machinery which you have not been trained to use;
5. Take care when lifting and carrying (e.g. don't lift very heavy boxes alone);
6. Report any potential hazards to the Project Manager or a Director; and
7. In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger
8. If you feel an activity is unsafe or you feel unwell report this to the supervisor.
9. Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy

Illegal Drugs and Alcohol

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace. Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during a volunteering session is not allowed. Consumption of alcohol at the Community Garden or other workplace is only permitted when supplied by the organisation on special occasions, and should be enjoyed in moderation. You must ensure that your actions do not bring into question the professionalism of yourself, or East Hoathly and Halland Community Garden. If you take medication which makes you drowsy, please inform the Project Manager or a Director to ensure you are not given a role which would place you in danger.

Mobile Phones / Personal Mobile Radios (PMR)

We accept that you may need to answer and make calls whilst volunteering for us but we request that these calls are kept to a minimum during formal sessions and that any calls made or received are appropriate.

Notice boards and information display

Noticeboards, newsletters and other forms of information display may be available and are for the benefit of the whole team. You may not place or distribute any personal material within the Community Garden without the approval of the Project Manager or a Director.

Performance Issues/ Inappropriate Practices

We will always attempt to resolve any performance issues or conflict fairly. In such cases, the relevant the Project Manager or a Director will discuss their concerns with you and seek to resolve the matter in a quick and professional manner. Inappropriate practices e.g. arriving late for duty, harassment etc. will be dealt with by the Project Manager or a Director. Redeployment to other duties or removal from the site can occur as a result of repeated unsatisfactory performance or serious misconduct e.g. theft, assault and/or abuse of privileges.

Personal Grooming

For safety reasons, jewellery should be kept a minimum and loose hair should be tied back.

Personal Property

You should note that there is no secure storage space at the Community Garden. You are advised not to bring valuables to the garden, including personal items such as handbags, portable mp3 players, cameras, personal laptops etc. East Hoathly and Halland Community Garden will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

Safeguarding: protecting vulnerable adults and colleagues

When working with vulnerable adults we are acting in a position of trust. Directors, Project Managers and volunteers must act in an appropriate manner at all times, ie:

- follow the guidance and procedures provided by East Hoathly and Halland Community Garden.
- ensure your contact vulnerable adults is only in direct pursuit of your role on the project;
- avoid favouritism and treat all adults fairly and without prejudice or discrimination;
- listen to and respect vulnerable adults at all times;
- value and take contributions seriously, actively involving all participants in planning activities wherever possible;
- ensure your language is appropriate to age and ability, and not offensive or discriminatory;
- provide examples of good conduct you wish people to follow;
- respect a person's right to personal privacy;

- encourage adults to feel comfortable enough to point out attitudes or behaviour they do not like;
- recognise that special caution is required when you are discussing sensitive issues with vulnerable adults;
- always ensure equipment is used safely and for its intended purpose;
- ensure that whenever possible there is more than one adult present during activities with vulnerable adults or, if this isn't possible, that you are within sight or hearing of other adults;
- be close to where others are working. If a vulnerable adult specifically asks for or needs some private time with you, inform the other staff so that they know where you both are;
- report any breaches of this code of conduct promptly so that we can investigate.

Things to avoid. Under no circumstances must you ever:

- develop inappropriate relationships such as contact with vulnerable adults that is not a direct part of your role on the Project or agreed with the Project Manager or a Director;
- do things of a personal nature for a vulnerable adult that they can do for themselves;
- administer any medication;
- patronise or treat adults as if they are silly;
- let vulnerable adults have your personal contact details (mobile number or home address);
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of anyone;
- act in a way that can be perceived as threatening or intrusive;
- make inappropriate promises particularly in relation to confidentiality;
- jump to conclusions about others without checking facts;
- either exaggerate or trivialise abuse issues;
- socialise with a service user or befriend/contact them via social media;
- conduct a sexual relationship with a vulnerable adult or indulge in any form of sexual contact with a child or vulnerable adult. Any such behaviour between an adult member of staff or volunteer and a service user represents a serious breach of trust on the part of the staff member or volunteer and is not acceptable under any circumstances; we also caution against forming a relationship with any member of staff on the project.
- allow allegations about abuse or misconduct to go unreported;

Selling or Canvassing on premises

We ask you not to engage in personal business or other interests whilst volunteering. This includes use of work telephones to make calls in relation to personal interests, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

Social Media

Volunteers must not befriend service users on Facebook or other social media outlets.

Training attendance

Training will form an exciting and important part of your volunteering experience and provides valuable information to help you do your role. You are required to attend all relevant training/teambuilding sessions wherever possible.

PLEASE REMEMBER:

These guidelines are in place to ensure your safety. They are not designed to be restrictive in any way.

UPHOLDING THIS CODE OF CONDUCT All members of staff and volunteers are expected to abide by these guidelines and report any observed breaches of this code to the Directors of East Hoathly and Halland Community Garden, as soon as is practicably possible.

ACTION IN THE EVENT OF A BREACH OF OUR SAFE GUARDING CODE

Volunteers who breach this code of behaviour may be asked to leave their volunteer placement with immediate effect. Any serious breaches may result in a referral being made to a statutory agency such as the police or an independent safeguarding authority.

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<p>I have read, understood and agree to volunteer within the guidelines set out within this policy.</p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>

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PHOTO / VIDEO CONSENT FORM

We would be grateful if you would fill in this form to give us permission to take photos of you and use these in our printed and online publicity.

- I give permission to East Hoathly and Halland Community Garden to take photographs and / or video of me.
- I grant full rights to use the images resulting from the photography/video filming, and any reproductions or adaptations of the images for fundraising, publicity or other purposes to help achieve the aims of East Hoathly and Halland Community Garden. This might include (but is not limited to), the right to use them in their printed and online publicity, social media, press releases and funding applications.

Name of Participant	
Signature of Participant	
Date	