

Policy:

The Code of Conduct aims to ensure that all staff and volunteers understand the standard of conduct required. Staff and volunteers are expected to uphold the Code of Conduct at all times when carrying out their duties and interactions.

Staff & Volunteers are expected at all times to:

- Be present for their duties, otherwise inform their team leader / programme-in-charge as early as possible.
- Carry out their duties responsibly, safely and in a competent manner.
- Be appropriately dressed for their duties.
- Maintain confidentiality of all data and information obtained while volunteering.
- Observe all safety procedures.

Staff & Volunteers are expected at all times NOT to:

- Act in any way that may create liability or bring disrepute to the aLife Ltd (the “Organisation”) and its name.
- Disclose confidential information to unauthorised persons.
- Use the Organisation’s property, resources, information or funds for any purpose other than authorised use.
- Seek or accept rewards, benefits or gifts without authorization.
- Engage in any activity that may bring harm (e.g. physical or mental) to another person or property.
- Be under the influence of alcohol and non-prescription drugs while volunteering.
- Falsify or change any documents or records.
- Proselytise or promote their own beliefs, products and/or services.
- Post any photographs or videos on reports, advertisements, promotional materials or social media without obtaining permission from aLife staff.
- Retain any photographs or videos or reports of clients on secured devices. Any sensitive information should be deleted immediately after transmission to aLife.
- Act as a spokesperson for the Organisation unless prior permission or authority has been given.

Interactions with Vulnerable Adults & the Young:

aLife is committed to create a safe and positive environment for vulnerable individuals under its care and all volunteers are expected at all times to:

- Respect the diverse backgrounds and needs of vulnerable adults, and the young.
- For non-virtual meetings, engage with them in a public setting, avoiding situations where staff/volunteers cannot be observed and/or interrupted by others. Ensure that staff/volunteers are within sight and sound of other staff or volunteers.
- For home visits, visit in pairs and/or in small groups. All male staff and volunteers have to be accompanied by a female volunteer.
- Avoid any situation or opportunity where harm or abuse may occur.
- Ensure transparency in keeping good records and shared information of scheduled or unscheduled meetings and interactions with clients.
- Be alert and observant of potential abuse encountered by clients particularly vulnerable adults and the young during interactions at aLife centre or during home visits.

- Report any witnessed or suspected acts of abuse or neglect of vulnerable adults and the young to the aLife team.
- Observe strictly ethical conduct during interactions with vulnerable adults or the young such as maintaining physical, emotional, and sexual boundaries in interacting with them)
- Exercise discretion before touching clients, whether it be an appropriate expression of greeting, care, concern, or celebration including paying attention to cues or body language, as well as seeking their consent for body contact – e.g. *"Can I give you a hug?"*

Staff & Volunteers are **NOT** to:

- Engage in any unlawful activity with or in relation to Vulnerable Adults and the Young.
- Engage in physical discipline unless there is imminent harm where proportionate physical intervention is required.
- Engage in any activity that is likely to harm Vulnerable Adults and the Young physically, sexually, or emotionally, for example, hugging a Vulnerable Adults and the Young from behind without consent.
- Engage with Vulnerable Adults and the Young in a private/closed-door space or put themselves in a situation with Vulnerable Adults and the Young that could be misinterpreted by others as inappropriate.
- Engage in any covert or overt sexual conversations and/or behaviour with Vulnerable Adults and the Young. This includes speech or gestures as well as physical contact that exploits, abuses, or harasses.
- Discriminate against, show differential treatment towards, or favour certain Vulnerable Adults and the Young to the exclusion of others, on the basis of their age, race, gender, disabilities, personalities.
- Arrange personal contact, including online contact, with Vulnerable Adults and the Young that the volunteer is working with for a purpose unrelated to aLife's activities (unless with aLife's prior written consent).
- Disclose personal or sensitive information about Vulnerable Adults and the Young, including images of Vulnerable Adults and the Young, unless the Vulnerable Adults and the Young and their parent or legal guardian consent or unless they are required to do so by aLife's policy and procedure on reporting.
- Use language, suggestions or advice that is inappropriate, offensive, or abusive towards and in the presence of Vulnerable Adults and the Young; show or provide Vulnerable Adults and the Young with access to inappropriate images or materials.

Conflict of interest:

Staff and volunteers are expected to avoid situations which may have conflict of interest with the Organisation eg. other communities, roles in other agency (s). If any potential area of conflict arises, I agree to consult with the Organisation's Programme-in-charge.

Breaches of the Code of Conduct:

Any breaches of the Code of Conduct may lead to a warning of unacceptable behaviour or disciplinary action or immediate termination of services.