

Care Home Volunteer Code of Conduct Policy



Purpose

The purpose of this policy is to provide a code of conduct for care home volunteers of Age Cymru. It does not replace any information provided at the Safeguarding or Volunteer Training sessions.

Scope

This policy applies to all care home volunteers registered with Age Cymru.

Policy statement

Professional and personal behaviour of volunteers include:

- Manner in which volunteers perform their duties
- Respect for customers/clients/members of the public
- Respect for staff members and other volunteers including cooperation and equal opportunity, and a workplace free of discrimination and harassment
- Respect for health and safety issues including the organisation's policy on alcohol and drugs
- Respect for the organisation's procedures
- Respect for privacy, confidentiality
- Respect for dress code
- Making public comment
- Contact with media

Accountability

Any breach of the above will be managed by your Supervisor. Name in capitals:

A signed copy of this should be passed to your Supervisor

Signed: (volunteer)

Date.....

Professional and personal behaviour of volunteers.

Our behaviour and actions can easily be misinterpreted. We're all limited by our experience and understanding. Be mindful of the following to ensure you're aware of expectations when volunteering.

Manner in which volunteers perform their duties

- Pleasant and positive attitude
- Reliability and good communication with care home
- Maintain professional boundaries, don't share your personal information, or contact details.
- Don't accept or give gifts unless approved by the care home
- Don't spend excessive time with one resident which may favour one person or exclude others
- Language should be appropriate and not cause offence or humiliation
- Be yourself and encourage people to feel comfortable in your presence but not beyond the boundary of your role. Relationship building is good, but you aren't a personal friend to residents

Respect for the care home's procedures

- Remember you're on the care home's premises and must always follow their instructions
- They may have to alter volunteer arrangements according to their work demands, this must be understood and respected
- Talk to your key contact if you need to discuss any changes.

**Respect for
privacy,
confidentiality**

- Any disclosure to you must be shared with your care home contact or with your volunteer coordinator
- Never promise secrecy
- Don't put yourself at risk by offering personal advice or investigating concerns yourself
- Don't share information or concerns outside the organisation
- If you've experienced anything that makes you feel uncomfortable or upset, please share this with your care home contact or volunteer coordinator – you also need to feel supported

**Respect for
dress code**

- As a guide your appearance should be casual but tidy, clean and smart
- Logos on tee shirts or torn jeans don't make a good impression
- What you wear makes an impression, it's a non verbal message about yourself.

**Making public
comment**

- Public comment on social media should not be used to highlight concerns or comments about a care home

**Contact with
media**

- Don't contact the media to raise a concern regarding a care home. Guidance on raising concerns is included in the Safeguarding and Whistleblowing process.

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