



Code of Behaviour. Policy and Procedures Manual.

The following aspects of our manual are detailed below.

As a volunteer, you need to abide by these criteria when you sign up to work with our charity.

- Everyone has a legal duty of care, meaning a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others or their pets.
- Not discuss confidential issues of our organisation with people outside the organisation.
- No conversations between volunteers and clients are ever to be recorded on a mobile or other device.
- The privacy of our clients is paramount: specifically names and details are never to be shared with anyone else.
- No photos of clients, children or pets are ever to be taken on a camera or mobile device.
- Your private phone number is not to be given to clients.
- You should leave your mobile device in your car, when you are at the Refuge.
- Should you encounter a client in a public place, you should ignore them, unless the visit is on a professional basis. Never allow a client to pay for your beverage or food.
- The residential address of our organisation is to remain confidential. It should never be disclosed.
- Media interviews of any form are strictly prohibited, including footage of the outside perimeter of the property.
- Not accept gifts of money from clients or lend money to clients.
- Clients are not permitted to visit your home.

- Staff are not permitted inside the clients' room at the Refuge.
- Follow any grievance procedures set down by the refuge, which involve staff, clients or management.
- Understand that certain client information is privileged. Volunteers only have access to information on a need-to-know basis.
- Not form inappropriate relationships with clients
- Represent the organisation in a positive way
- Visitors are not allowed unless they are accompanied by management/ a Committee member or a designated volunteer
- Have a demonstrated commitment to non-violence in both private and professional life
- Ensure management is fully informed of any issues which arise regarding client welfare or working conditions. Should you have a client confide information to you which would indicate serious harm to either themselves or others, you are duty bound to report this to management.
- Clients are never to be transported in volunteers' cars. There is no company car. The only claim you can make on your tax, is if the errand involves authorised collection of goods for The Sanctuary.
- The Policy and Procedures Manual can be read by volunteers and will be include:
 - Child Protection Issues which will have been covered in my induction.
 - Dress code. I am a role model, so I must be decorous in my dress.
 - This is an alcohol and drug free zone which I will abide by.
 - Never to be friends with clients on Facebook or other social media.

I _____, agree that I will abide by the above terms, as a Volunteer at The Sanctuary Women and Children's Refuge.

Signature: _____ Date: _____

This document will remain the property of The Sanctuary Women and Children's Refuge