



Headway North Cumbria

www.headwaynorthcumbria.org.uk

the brain injury association

HEADWAY NORTH CUMBRIA CODE OF CONDUCT FOR MEMBERS

INTRODUCTION

1. Headway North Cumbria aims to create a welcoming and caring environment where relationships are based on respect. The committee and volunteers are committed to maintaining high standards of conduct for all attendees at our Day Centre and at other organised activities.

2. Headway North Cumbria recognises that everyone has the right to expect the highest standard of conduct from others and believe that attendees at our activities have the right to:

- a. participate without fear of being bullied, harassed or abused.
- b. carry out their chosen activity without being distracted by the poor behaviour of others.
- c. bring property to branch activities without fear that it will be deliberately damaged to stolen.

AIM OF THE CODE OF CONDUCT

3. The aim of this code of conduct is to detail the standards of behaviour that we expect from our members in order that Headway North Cumbria can provide its services in a safe and enjoyable environment.

WHAT WE ASK OF OUR MEMBERS

4. As a general rule we expect our members to be responsible for their own actions and respectful and considerate of our volunteers and other members, their property and belongings. We ask that our members are:

- a. **Participative.** Participating to the best of your ability.

- b. **Communicative.** You feel comfortable to share your views and opinions and provide space and time to allow others to speak and share theirs. Be mindful of everyone's level of communication and your use of language and how this may affect people.
 - c. **Respectful.** Have respect and an understanding that everyone is equal and that their views, opinions, backgrounds and religions may differ from yours.
 - d. **Responsible.** Take responsibility for your own actions and behaviours and help us to create a safe and non-threatening group environment. Be welcoming and courteous to our volunteers and other members.
5. Specifically we ask that our members, family members and carers:
- a. show respect to volunteers and other members in attendance at the Day Centre or other event organised by Headway North Cumbria.
 - b. comply with any instructions given by Headway North Cumbria volunteers to ensure compliance with our policies and procedures, particularly those concerning Health and Safety.
 - c. acknowledge the right of others to a quiet, clean and orderly working environment.
 - d. be polite and refrain from using aggressive, threatening, abusive or unacceptable language.
 - e. respect other members' religious, cultural and personal beliefs and not engage in any form of discrimination.
 - f. maintain a good standard of personal hygiene.
 - g. not to put themselves, other volunteers or members at risk of injury through inappropriate behaviour.
 - h. respect the property, materials and equipment belonging to the branch, to other branch members and to any premises being used to host a Headway North Cumbria activity. This includes the theft of and/or the intentional or reckless damage, destruction, defacing or tampering of property/premises.
 - i. not to request volunteers or other members to engage in any illegal, improper or inappropriate conduct.

- j. not to engage in any improper or inappropriate conduct including the distribution, selling, offering for sale or possession of illegal drugs and/or improper or inappropriate conduct of a sexual nature.
- k. not to engage in the use of illegal drugs or be adversely affected by alcohol whilst at the Day Centre or other event organised by Headway North Cumbria.
- l. refrain from smoking in indoor areas. Smoking is permitted outside buildings.
- m. advise the Day Centre Manager or Event Co-ordinator of any health issues, problems or special needs that may affect their behaviour so that appropriate help can be given.
- n. treat others as they would wish to be treated themselves.

NON-COMPLIANCE WITH THE CODE OF CONDUCT

- 6. In the event that a member disregards this policy, or behaves wrongly in some other way, disciplinary action may be taken and the member may ultimately be asked to cease coming to Headway North Cumbria activities.
- 7. Disciplinary action will consist of an informal discussion where the member is asked to improve their behaviour followed, where necessary, by a formal verbal warning, and then a written warning if needed.
- 8. If the behaviour continues to be unacceptable the issue will be taken to the Management Committee. If it is considered necessary then there will be an interview with a nominated committee member to resolve any underlying issues, but if this does not work a final written warning will be given and the member may be suspended temporarily from participation in Headway North Cumbria activities. Serious breaches of this Code of Conduct may ultimately lead to forfeit of membership of the branch.

RELATED HEADWAY POLICIES AND PROCEDURES

Safeguarding Policy
Confidentiality Policy
Privacy and Dignity Policy
Volunteer Code of Conduct



HEADWAY NORTH CUMBRIA CODE OF CONDUCT FOR MEMBERS

I have read the Headway North Cumbria Code of Conduct for members and agree to abide by it at the Day Centre and on all other Headway North Cumbria activities.

Print Name:

Signed: Date:

If you are signing on behalf of a Headway North Cumbria member please write your name and relationship below.

Print Name:

Relationship: