

VOLUNTARY ACTION SHETLAND - SHETLAND BEFRIENDING SCHEME

CODE OF CONDUCT

16+ YEARS ADULT

In line with Voluntary Action Shetland's Health and Safety Policy, Shetland Befriending Scheme aims to ensure that all those involved in the scheme can participate in a safe, secure and relaxed environment. Staff, volunteers and the 16+ adults who are part of the scheme have a role in helping to achieve this.

There are certain responsibilities we ask all adult service users to agree to and follow whilst on the scheme. These are:

- To identify with scheme staff, the goals you would like to achieve whilst you are with the scheme
- To discuss with scheme staff, any issues, health needs or behaviour that you feel could adversely affect your relationship with your volunteer
- To recognise that the volunteer is not a paid member of staff but is giving up their time freely to meet with you. To respect this please do not ask them to lend you money, cigarettes or do other favours
- To agree with your volunteer, at the end of each meeting, a time and place for your next meeting. To contact your volunteer if, for whatever reason, you are unable to meet with them
- To only contact your volunteer out with your meeting times to arrange or re-arrange your meetings
- To agree to take part in discussions with scheme staff from time to time to enable us to make sure that everything is working out alright for you

There are certain responsibilities we ask all adult service users to agree **not** to whilst on the scheme. These are:

Act in a violent or aggressive manner towards volunteers, staff or members of the public whilst you are part of the scheme

Participate in sexist, racist or other discriminatory behaviour whilst taking part in the befriending scheme. This includes not participating in racist or sexist jokes or language

Attend meetings with your volunteer under the influence of alcohol or illegal drugs or substances

Any 16+ adult whom is meeting with the volunteer and is under the influence of alcohol or illicit drugs, the meeting will terminate and the incident will be directly reported to scheme staff who will then discuss it with the 16+ adult.

Should a volunteer arrive at a meeting under the influence of alcohol of illicit substances, the 16+ adult must not continue with the meeting and report it to the scheme staff. Appropriate action will take place.

In the event of any violence occurring from the 16+ adult throughout the meeting towards the volunteer or a member of the public, it will be brought to the attention of the police and appropriate charges will be brought against the 16+ adult. Appropriate bodies will be informed of the incident.

Failure to comply with this code of conduct, or any abuse of the Shetland Befriending Scheme will result in the 16+ adult being withdrawn from the scheme completely.

All 16+ adults involved in the scheme are therefore expected to abide by this code of conduct.