

## **Budleigh Salterton & District Hospiscare**

### **Code of Behaviour**

#### **Scope**

Whether you work as an employee or Volunteer for Budleigh Salterton & District Hospiscare (BS&DH) you have a responsibility to ensure that your behaviour is beyond reproach - particularly as we deal with many vulnerable adults and young people.

This Policy applies to all employees and Volunteers (including Trustees, Executive Committee members, fundraising Volunteers, drivers, sitters/befrienders, bereavement team and Hospiscare Club organisers) when carrying out activities for BS&DH.

The nursing staff contracted to BS&DH are employed by Hospiscare Exeter, Mid & East Devon (Exeter Hospiscare) and will be obliged to follow Exeter Hospiscare's terms and conditions of employment and their own policies relating to employees' behaviour. Accordingly, this Policy does not apply to the nursing staff contracted to BS&DH or activities carried out by them.

#### **General Principles**

It is the responsibility of each employee and Volunteer working for BS&DH to ensure that when carrying out activities for BS&DH:

- ✓ Their behaviour is appropriate at all times and enhances the positive reputation and standing of BS&DH in the local community and elsewhere;
- ✓ They treat all other employees, Volunteers and others with whom they come into contact with respect and in a professional manner;
- ✓ They treat all patients and their families with dignity, respect and in a professional manner, as well as being sensitive to the issues that could surround those individuals – please remember that many of those patients and/or their families could be considered as “vulnerable”;
- ✓ They follow and put into practice BS&DH's Safeguarding Policy and procedures following suspicion, disclosure or allegation of abuse of any vulnerable adults/young people;
- ✓ They recognise the position of responsibility and, in the case of Trustees, trust in which they have been placed; and
- ✓ In every respect, the relationships they form with the people in our care or with whom they come into contact is appropriate

#### **Meeting your responsibilities**

To give positive guidance the Code of Behaviour (below) provides a list of '**do's** and **don'ts**' to help you ensure that:

- ✓ The welfare of all people you come in contact with but, in particular, vulnerable adults/young people for whom you have a duty of care is safeguarded;
- ✓ You avoid compromising situations, circumstances that might reflect badly on BS&DH or bring BS&DH into disrepute or opportunities for misunderstandings or allegations.

## Code of behaviour

- ✓ **DO** put this code into practice at all times when carrying out any activities for BS&DH;
- ✓ **DO** treat everyone with whom you come into contact with dignity, respect and the appropriate level of sensitivity;
- ✓ **DO** respect the rights to equal opportunities of all those you come into contact with and interact with and treat them equally and without discrimination, regardless of race, gender, sex, marital status, caring responsibilities, disability, gender re-assignment, age, social class, sexual orientation, religion/belief or any other factor;
- ✓ **DO** respect all those you come into contact with and set an example for others to follow;
- ✓ **DO** plan activities, wherever you have a concern about working on your own, that involve more than one other person being present, or at least are within sight and hearing of others;
- ✓ **DO** respect the right to personal privacy of all people you come into contact with;
- ✓ **DO** avoid unacceptable situations within a relationship of trust e.g. a sexual relationship with a vulnerable adult over the age of consent or young person;
- ✓ **DO** encourage others to challenge any attitudes/behaviour they find offensive/unacceptable;
- ✓ **DO** avoid being drawn into inappropriate attention seeking behaviour;
- ✓ **DO** ensure that you are not under the influence of alcohol or drugs when involved in any activities for BS&DH;
- ✓ **DO** be aware of and follow BS&DH's policy and procedures for safeguarding vulnerable adults/young people;
- ✓ **DO** be particularly conscious of following this code at sensitive moments e.g, when responding to bereavement, bullying, harassment or abuse of any form;
- ✓ **DO** ensure that other employees, Volunteers or family members are informed of where you are and what you are doing when carrying out activities on your own;
- ✓ **DO** remember someone else might misinterpret your actions, no matter how well-intentioned;
- ✓ **DO** take any allegations, concerns of abuse or breaches of this Code by others seriously and follow the reporting procedures. See box below for contact details;
- ✓ **DO** seek to avoid any conflict between your interests and those of BS&DH and, if you believe there is any such conflict of interest, immediately inform the Chairman, as per the box below.
  
- × **DO NOT** trivialise abuse of any form;
- × **DO NOT** commit or permit abusive activities e.g. bullying or harassment. This may be by an individual against an individual or involve groups of people; it may be obvious or insidious; it may be face to face or in written or electronic communications or phone. Whatever form it takes, it is unwarranted/unwelcome to the individual, whether in private or in public;
- × **DO NOT** engage in inappropriate behaviour or contact - physical, verbal, sexual, emotional;
- × **DO NOT** make suggestive remarks or threats to any person - even in fun;
- × **DO NOT** use inappropriate language – when speaking, writing, phoning, emailing, using the internet or otherwise interacting in any way with others;

- × **DO NOT** let allegations, suspicions, or concerns about abuse, harassment or bullying go unreported;
- × **DO NOT** just rely on your good name to protect you.

**Any breaches of this Code of Behaviour should be referred immediately to the Chairman on [briggsmartin@btinternet.com](mailto:briggsmartin@btinternet.com) or 07880 746464 or, if the matter concerns the Chairman, the Vice Chairman or, if there is no Vice Chairman in office, the previous Chairman on [jeremy.browne@btinternet.com](mailto:jeremy.browne@btinternet.com) or 01395 446797.** “Whistle-blowing” under the Public Interest Disclosure Act 1998 is acceptable but only after all internal procedures have been exhausted.

### **Reviewing this Policy**

This policy will be reviewed following any major incident and, in any event, every year; this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in the Chairman or local or national policy.

### **Change Record**

Date of Change:	Changed By:	Comments:
4 August 2020		Policy approved by the Trustees
7 December 2021		Policy reviewed
17 January 2023	CJ, NP, MB	Policy reviewed