

**Code of Conduct**

This code of conduct has been developed based on feedback. Its purpose is to ensure all people and groups feel welcome, safe and valued at Mind in Bradford.

Confidentiality

Whilst attending our groups/ services, you may learn information about clients, other volunteers; all information about other clients/ volunteers is strictly confidential. You must not share any information unless you believe someone is at risk of harm, in which case please report to a member of staff immediately. Consent is required before taking photographs, recording or filming staff, volunteers or clients and these must not be shared without prior agreement from each individual.

Equality and diversity

We recognise, celebrate and respect the individual differences of all our clients/ volunteers and we want to ensure Mind in Braford is a safe, inclusive and welcoming space for all. Therefore, we do not tolerate discrimination, harassment, bullying, victimisation or abuse of any kind on any grounds. Discrimination and prejudice include but are not limited to, sexism, racism and homophobia, and can be expressed in words (written or verbal), actions and non-verbal behaviours.

Behaviour

We expect behaviour to be respectful and polite and for you to follow reasonable instructions from staff, including leaving the building or vacating a room when asked. Behaviour we deem as disrespectful, rude, intimidating, threatening, aggressive or inappropriate is not permitted. Examples of behaviour that is not permitted include, but are not limited to:

* indecent exposure or any other sexual behaviour or comments
* stalking or persistently encroaching on another’s personal space
* attempting to extort money and/or goods from others
* shouting in an aggressive, abusive or oppressive manner. We understand some people may shout when they are unwell; we will support them as best we can in these situations
* threats against clients, volunteers or staff
* swearing, especially if in an abusive, threatening, sexualised or discriminatory manner
* physically aggressive behaviour; throwing things, slamming things down etc.
* physical and/or sexual assault of a member of staff, volunteer or client, on or off our premises. This will be reported to the police and will result in immediate suspension from our services.
* wilful damage and/or theft[[1]](#footnote-1), no matter how small. These may be reported to the police, and supporting evidence provided. You will be expected to pay for any repairs.

Alcohol, drugs, smoking and vaping

You are not permitted to attend our services whilst intoxicated, nor are you permitted to consume drugs or alcohol in our services. Smoking and vaping are not permitted anywhere in the building or during online group sessions. You may smoke or vape during online group breaks, but please ensure your camera is turned off.

Health & safety

You must conduct yourself in a safe manner at all times, in line with our *Health and Safety Policy* and procedures. For example, you must sign in and out of the building on every visit, you must not use our equipment or materials for any purpose other than their intended use and you must tidy up after yourself and dispose of rubbish safely, in the appropriate bins provided.

Personal electronics and use of our computers

Personal music players with headphones is permitted only if it does not negatively impact the session or other clients. Our client computers must be used in accordance with our computer user policy. Before using any of our computers you must read the *Computer User Policy for Clients* and confirm you fully understand it. Please ask a member of staff for a copy.

Complaints

Although we endeavour to address and resolve issues immediately, if we are unable to do this, you can make a formal complaint which will be thoroughly investigated and resolution sought. Our *Complaints Procedure* sets out how to submit a formal complaint; please ask a member of staff for a copy.

How we address a breach of the Code of Conduct

We are committed to providing a safe and enjoyable environment for all clients/ volunteers and we will strive to support clients/ volunteers to manage and, if required, improvebehaviour so they can consistently adhere to this *Code of Conduct*.

There are, however, instances in which suspension from the service is required, either due to a serious single transgression or repeated transgressions of this *Code of Conduct*. Suspending a client/ volunteer from our services is a last resort, but one we must take if required to protect other clients, volunteers or staff.

Prior to returning to our services, a suspended client/ volunteer will be required to meet with a Service Director and the Wellbeing Service Manager to provide assurances that expected behaviours are understood and behaviour leading to the suspension will not be repeated.

Where a breach of this code of conduct also breaches the laws of England, relevant organisations including the police will be notified.

**Declaration and signature**

All of your personal information is processed securely in line with data protection regulations.

Please read, sign and date the declaration below:

|  |
| --- |
| I the undersigned: * confirm that all the information given in this form is accurate
* have read and agree with the conditions of the Mind in Bradford *Code of Conduct*
 |
| Print Name  |  |
| Signature |  | Date |  |

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1. Theft is a deliberate act. Anyone whose illness includes stealing will not be treated as a thief in the criminal sense of the word. [↑](#footnote-ref-1)