

Code of conduct and behaviour for all staff and volunteers.

Always:

- protect children and adults from abuse.
- manage any allegations or incidents of inappropriate behaviour.
- ensure everyone - staff, volunteers and children and young people - feels safe, respected and valued.
- To never manoeuvre a wheelchair without consent or advanced warning.
- To never touch a participants personal space unless it is required for educational support and consent is given, i.e if the participant has sensory impairment and requires guidance, or on body sign language.
- To treat everyone equally and thrive on each ability.
- To follow the direction of the instructor.
- To ensure each participant and leaves the venue safely with the Parent/Carer.
- Be respectful, responsible and professional.
- Act in an appropriate manner.
- Listen and communicate.
- Use common sense; be caring, attentive and aware.
- Be sympathetic to their needs.
- Be aware of your responsibility.
- Be aware of policy and procedures as outlined in this document
- Listen and respect the instructor's guidance and regulations.
- Support the participant the instructor has asked you to be with for the session, from the start of the class until they leave, including water breaks.
- Be vigilant of obstacles, hazards and safety concerns of the room, remove and make aware to the instructor .

Do Not:

- Harm or frighten a participant
- Touch inappropriately - this includes arm stroking, hair touching etc.
- Use inappropriate language or engage in an inappropriate manner.
- Threaten, shout, be aggressive or physically restrain.
- Force a participant to do something they do not want to do.
- Mistreat, demean, ignore, or make fun of.
- Show favouritism to any one individual or groups of individuals.
- Let a participant expose him/herself to danger.
- Make racist, sexist or any other remark which upset or humiliate.
- Take photos of children without permission
- Consume or bring alcohol with you to any events or classes. You will be asked to leave premises immediately.
- Participate any involvement with personal care.
- Place yourself in a vulnerable position

Personal Care Policy and Regulations

Personal care or medication is not to be carried out by a staff member or instructor. This is to keep all our participants and staff members safe under The Safeguarding Policy of No Limits Norfolk under the correct legislations. No Limits Norfolk do not have the correct qualifications to undertake this responsibility. This is the responsibility of the Parent or Carer at all times.

Training and Awareness

No Limits Norfolk will ensure an appropriate level of safeguarding training is available to its Employees and Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors).

For all employees who are working or volunteering with children, this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding children and adults.
- Recognise a child potentially in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with children and vulnerable adults.
- Have knowledge of the Safeguarding Children and Adult Policy.

If you feel you would like more training in this area or something else more specific (BSL, dance, sensory impairments etc), please speak to the Instructor/Company Director at any time. You may be required to pursue further training if The Instructor/Company Director feels necessary, if acquired to your role.

Socialising with participants

As a volunteer, your legal title is an **unpaid professional**. This means you represent No Limits Norfolk outside of the class. Your DBS does not cover you outside the sessions you are supporting. Therefore we kindly ask staff **to not** socialise with participants or families outside the No Limits Norfolk sessions, in person, through social media or swapping contact details. This is to protect yourself as a valued member of our community. Any parent or member of society has the legal right to report any activity or behaviour they feel as inappropriate to Emergency Services, even if you feel that the statement is not correct. *Some volunteers may have personal connections with members and families of our community prior to be involved with No Limits Norfolk classes, please make Lauren Rackham aware to avoid confusion and this is acceptable. This procedure has been delivered from the director of No Limits Norfolk. Any questions or concerns - please never hesitate to contact Lauren Rackham.*

Confidentiality

It is extremely important that we do not share any discussions or meetings with any parent or carer. Everything we discuss is kept confidential at the upmost importance. If any staff/ volunteers do not follow this procedure, the Instructor/Company Director has the legal

right to dismiss you, which will require no further participation in supporting or participating within any of our classes.

Smoking and Alcohol.

No alcohol is to be consumed prior or during our classes. Any evidence of this will be asked to leave the premises immediately. This is a non smoking venue, where smoking and vaping should be consumed outside the building and away from our members and community.

Venue Responsibility

A member of our team is at the entrance of the door before and after classes take place, this allows us to know who is in the building, and knowing everyone has left safely.

Sproston Methodist Staff — The door is locked during our classes from the outside. If someone is trying to get in to the building you do not recognise, please ask Lauren before handling this yourself to ensure safety.

House Keeping

It is our duty to take care and respect of all our venues that classes and events are held. Before leaving the venue, as a team, we take control of cleanliness and safety.

- Any unexpected hazards removed, spillages cleared. Any breakages or new hazards occur, please notify Lauren immediately.
- Tables tidied away
- Chairs stacked equally and not placed in front of radiators - including family social areas.
- Windows closed.
- Taps off in bathrooms and bathrooms are checked.
- Lights off.
- Kitchen refreshments are tidied away correctly, equipment is turned off and environment is clean and ready for use.
- Door locked and bolts on.
- Alarms set if building has these in place.

Lauren is solely responsible for double checking all above and locking venues, there is also a sheet for you to sign your initials to say this was checked prior to Lauren overseeing before everyone exits.

Disciplinary and Dismissal Procedure

No Limits Norfolk takes pride in wellbeing and support, communication and look after each other. Every staff member, volunteer (and including the instructor) must deliver professionalism, care and conduct in their work ethic. Providing an educational, communal, safe and happy environment, whilst following safeguarding procedures is at the utmost importance.

Therefore, if any staff member/volunteer does not follow The Code of Conduct and Behaviour, The No Limits Norfolk Safeguarding and GDPR policy, or any of the above statements, The Company Director (Lauren Rackham) has the legal right to ask a volunteer to take a step away from our community classes at any time, which will require no further participation or supporting any of our classes. This will be decided The Company Director if felt necessary, and report any safeguarding concerns to Emergency Services. This to ensure thorough safety within our community.

If immediate dismissal is not decided, and any volunteer who does not follow the Code of Conduct or instructions of the Instructor/Company Director, the following may be taken in 3 steps;

1. A Verbal Warning - this will be a private meeting with the named member of staff/volunteer regarding the matter of concern, and the member of staff/volunteer will need to sign and date a document, which entail all the information that was discussed. The member of staff/volunteer will receive a copy.

2. A Written Warning - This will take place if a staff member/volunteer continues to not follow the instructions and guidance of the Instructor/Company Director. This will contain a document entailing the description of the concern. This will be the last warning that is delivered, signed and dated by The Company Director. The staff member/volunteer will need to sign the document and hand personally to the Instructor/The Company Director prior to the next session. Failure to do so, the staff member/volunteer in question will not be able to return in participating or supporting in No Limits Norfolk classes, until it has been returned.

3. Immediate Dismissal - If a staff member/volunteer still continues to not follow the instructions and guidance of the Instructor/Company Director, they will be asked to not return to any further No Limits Norfolk classes, participating or supporting.

If you do have any concerns or worries about any of the above statements, please come and speak to Lauren at any time. I am always happy to meet for a conversation and here for you all at your earliest convenience.