

## Junior Volunteering Code of Conduct

**As a Junior Volunteer, or accompanying adult, you are expected to:**

### **Safety**

- Keep yourself safe
- Tell your group leader or the Staff Supervisor as soon as possible if you feel upset, faint or unwell at any point and wish to sit out of an experience
- Report inappropriate behaviour or risky situations to your team leader right away
- Show good hygiene and infection control procedures (hand washing etc), as instructed
- Respect the rules on health and safety outlined at the start of your session. Ask if you have any questions

### **Confidentiality**

- All volunteers have responsibilities for keeping personal information private and safe ('Data Protection'). You must tell the Staff Supervisor immediately if you:
  - personally know or recognise any patient or family member during your volunteer experience
  - overhear any conversations about patients
  - find any paperwork containing patient information (name, address, date of birth, contact details). You should hand this to the staff supervisor
- Do not look at personal information you have not been asked to look at
- If you think someone who should not have looked at private information has looked at it, report this to the staff supervisor
- Never share or discuss with anyone any private information (such as the identity, diagnosis and treatment of patients), including with family and friends, and especially not on social media (even if people's names are not used), even after your volunteer experience ends
- Do not use mobile phones, cameras or any mobile devices while volunteering. **This includes teachers and accompanying adults.** Please make sure you understand all the rules contained in our **Photography and Social Media Policy** before attending the hospital

### **Attitude**

- Be friendly and welcoming to staff, patients, families, staff and other volunteers
- Be supportive and committed to other members of the volunteer team
- Respect the rights, dignity and worth of all patients, family members, visitors, volunteers and staff, regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity



**Behaviour**

- Behave in an exemplary fashion and follow to all instructions from your group leader, supervisor(s) and staff supervisor(s)
- Do not use of bad or offensive language, including racial/sectarian references
- Do not bully, intimidate or pressurise anyone directly or indirectly
- Stay within the areas where you are volunteering
- Respect and show care for Trust property and equipment
- Show good timekeeping while volunteering
- Wear suitable clothing for your volunteer activity
- Do not smoke, consume alcohol or drugs on Trust premises or whilst representing the Trust

**I understand and agree to follow the Junior Volunteer Code of Conduct, including the rules in the Photography and Social Media Policy, during my volunteer experience/project at Birmingham Women’s and Children’s NHS Foundation Trust Volunteer.**

**I understand that sharing or disclosing any confidential information may lead to prosecution, should the Trust become involved in a case of litigation instigated by the patient.**

**PARTICIPANTS**

<b>Print</b>	<b>Sign</b>

**ACCOMPANYING ADULTS**

<b>Print</b>	<b>Sign</b>

