



Code of Conduct for Phab Adventure Volunteers and Staff

February 2025

The Phab Adventures are about releasing ability and achieving real fulfilment. The aims are to support disabled and non-disabled children, adults and families whilst away from home to increase confidence, independence, learn new skills, make new friends and to have lots of fun.

This Code of Conduct is a summary of the policies which apply to working on a Phab Adventure including Safeguarding, Personal Care, Equal Opportunities and Health and Safety. This Code of Conduct sets out the standards of behaviour that Phab expects from everyone who works (whether paid or voluntary) on a Phab Adventure.

Compliance with the Code of Conduct is one condition of your involvement with Phab and should be regarded as a minimum standard which you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask your Line Manager, if you are a staff member, or Project Leader if you are a volunteer. By working within the guidelines of the Code of Conduct you will be contributing to the success of the Phab Adventure.

Whilst away on a Phab Adventure it is important that Phab Staff and Volunteers adhere to this Code of Conduct and any breach of this policy will result in further action being taken, as stated in the Phab Safeguarding Policy and could result in immediate exclusion from the Phab Adventure.

We will always attempt to resolve any performance issues or conflict fairly. In such cases, the relevant Adventure Leader will discuss their concerns with you and seek to resolve the matter in a quick and professional manner.

Before the commencement of a Phab Adventure, all Volunteers will attend an Information and Team Building event where the Phab Policies and Code of Conduct will be discussed further to help everyone understand their roles and responsibilities

Principles:

- Every person has the right to be safe
- Every person has the right to personal privacy
- Every person has the right to be valued as an individual
- Every person has the right to be treated with dignity and respect

You should:

- Observe the high standard of behaviour and ethical conduct of Phab
- Adhere to all Phab's policies including Safeguarding, Health and Safety, Personal Care, Equality and Diversity, Infection Control, Behaviour Management Policy and Online Safety Policy.
- Be honest with everyone
- Help everyone enjoy their time away with Phab
- Be reliable and on time and complete any relevant paperwork required
- Respect other volunteers, members of staff, children and young people
- Be approachable, pleasant and be a positive role model for children and young people.
- Always maintain personal information is kept confidential, unless there is a need to report something
- Treat all children, volunteers and members of staff equally
- Report any incident of negative behaviour to the Adventure Leader immediately
- Report any potential hazards to the Adventure Leader
- Dress in an appropriate manner. Wear clothing appropriate to the role. Clothing should not be viewed as offensive, revealing or sexually provocative. It should be absent of any political or contentious slogan, not considered discriminatory and should be culturally sensitive. Flat covered shoes/trainers are advised particularly when pushing wheelchairs.
- Accept and follow directions from the Adventure Leader or Centre Activity Instructors and seek guidance through clarification where you may be uncertain of tasks or requirements.

You should never:

- Tell a child off.
- If a situation arises, as a volunteer you are expected to tell a member of staff. The member of staff will deal with the problem or situation.
- Shout or manhandle a child.
- Take photographs without prior permission of the parent/guardian
- Behave in an illegal, improper or unsafe manner – such as smoking (other than in designated areas and times), taking illegal substances.
- Share any personal contact details with children or young people
- Discriminate favourably or unfavourably towards a child.
- Make inappropriate jokes or remarks of an offensive nature.
- Behave in a manner which may bring Phab into disrepute
- Engage in rough, physical or sexually provocative games, including horseplay
- Give children or young people piggy backs
- Share a bedroom with a child or young person
- Allow or engage in any form of inappropriate touching
- Use inappropriate language
- Make sexually suggestive comments
- Allow incidents or allegations made to go unrecorded
- Do things of a personal nature for a participant if they can do it for themselves
- Put yourself in a one-to-one situation with a child or young person

Health and Safety

- Prior to anyone being allowed to practice First Aid, they must hold a valid certificate.
- Everyone should consult with their own doctor regarding vaccinations i.e. tetanus.
- If you are feeling unwell before or during the week, please seek medical advice. Your health is important and there will be some guests who will be particularly susceptible to illnesses
- You must not work with children when you are not in the proper physical or emotional state to do so. Such as under medication which makes you drowsy or extreme stress which may impair your judgement.
- It is important that everyone gets enough rest and sleep during the week so please respect others by keeping nighttime noise to a minimum and go to bed at a reasonable time.
- You should not use hoists unless you have received training. You are welcome to assist someone who has been fully trained.
- It is recommended that you wear non-slip shoes if assisting children with personal care in the bath and shower rooms – please note: Flip-Flops are not appropriate footwear for wet areas.
- Handwashing should be regular and done correctly. When there are no handwashing facilities immediately available, antibacterial handwash must be used.
- Wear protective gloves when dealing with bodily fluids – do not reuse or try to wash them
- Be aware of your own limitations – if in doubt ask. Some procedures must only be carried out by members of staff or volunteers who have been formally trained and assessed – for example medication administration or hoisting
- Alcohol is not permitted whilst on duty

Social Media and Phone Use

- Do not use your phones when on duty – there will be time to contact family and friends when you are not directly supporting a child or young person
- Photos/selfies should not be taken on your personal phones without the expressed permission of the parents/guardians. Your Adventure Leader will have this information.
- You must not accept a friend's request or contact a participant who is under the age of 18 on Facebook/Instagram etc.
- Be aware that some children may not be able to be photographed or be visible on social media.

Providing Personal Care

- Encourage personal independence – do not do anything of a personal nature that they can do for themselves
- Don't 'talk over' someone when helping with personal care
- Treat everyone with dignity and respect and ensure privacy
- Do not provide personal/intimate care alone but thought for privacy must be considered
- Promote positive body image and self-esteem: The approach you take can convey lots of messages to a person about their body worth therefore your attitude is very important
- Communication is key. Involve the individual. Where someone is dependent on you talk about what is going to be done and give choices and ask about preferences

Tactile Support

- Sitting children or young people on your knee is not good practice
- Some guests may want to give lots of hugs or hold hands. Read their care plan – it may be that they are working on their social/personal boundaries. High Fives or fist bumps are often much more appropriate and should be encouraged in most cases
- However, if a child is in distress (homesickness, pain etc) it may be that a hug is appropriate but do read their care plan to ensure this is so. Remember do not be in a one-to-one situation and report the distress to the staff member responsible for recording the incident
- It may be appropriate to hold a guest's hand to keep them safe. For example, if crossing/walking by a road