



# ICARUS

Immediate Care, Assessment & Rehabilitation for Uniformed Services

## Code of Conduct

**ICARUS is a Scottish Charitable Incorporated Organisation (SCIO)**, Charity Registration Number SC049263. Our registered office is Third floor, 3 Hill Street, New Town, Edinburgh EH2 3JP. We are staffed by volunteers who provide a variety of services to clients such as therapeutic practices and interventions, mentoring and coaching.

The Code of Conduct aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to uphold the Code of Conduct at all times when carrying out their duties and interactions. All volunteers should ensure that they have read and comply with this Code of Conduct.

### (I) Expectations

Volunteers are expected at all times to:

#### **BE RESPONSIBLE**

Carry out the duties responsibly, safely and in a competent manner. The primary responsibility is to provide Psychological and Psychotherapeutic Mental Health therapy/interventions, mentoring and coaching and for the well-being of all clients without being judgemental or biased.

Avoid providing information to the clients that are misrepresented or falsified.

#### **BE RESPECTFUL**

Respect the clients as an individual and honour their integrity without prejudice to their economic status, abilities, race and customs, cultural and religious needs.

#### **BE PRESENT**

Attend to the duties diligently and provide sufficient notice when you are not be available so that alternative arrangements can be made.

Avoid abandoning clients who are still in need of service; should there be an absolute need for abrupt withdrawal from the duties, inform the operational manager before leaving.

#### **BE DISCERNING**

Behave in the most appropriate or desirable manner during the duties that will not create liability or bring into disrepute the Charity.

Avoid engaging in activities or actions that will bring any harm (physical or mental) to clients.

Exercise judgement in extending help, especially in monetary terms, beyond the scope of duties, or seek/accept rewards, benefits or gifts without authorisation.



# ICARUS

Immediate Care, Assessment & Rehabilitation for Uniformed Services

## **(II) Protection of Confidential Information**

Maintain strict confidentiality, especially personal data, treatment notes of the client must not be disclosed or used for any other purposes except as reasonably necessary to enable the volunteer to fulfil his/her voluntary responsibilities with the Charity. However, there is no breach of confidentiality when it is required by law or by any competent authority. It is advisable to check with the Operation Manager if there are any queries or doubts.

Obtain written permission from the client before (a) recording client sessions, (b) discussing undisguised cases with any persons whatsoever or (c) publishing cases via any medium. Also advise the Client that disguised cases may sometimes be utilised for the purpose of supervision or providing training to other volunteers of the Charity. However, if client does not agree for it then such material cannot be used for these purposes.

Ensure that client notes and records be kept secure and confidential and that the use of both manual and computer records remains within the terms of the Data Protection Act, 2018 and the GDPR. Manual records must be transferred to the electronic client notes application at the earliest opportunity following each treatment session. After cessation of engagement with the Charity, not to disclose confidential information gained during the course of your engagement with the charity and the volunteer must handover all copies of the client's personal data, treatment notes and all other confidential informations in your possession to the operation manager.

## **(III) Conflict of Interest**

Volunteers are expected not to:

- ⇒ Assume roles in other organisations, having other personal commitments, or be in any situation that will give rise to conflict of interest during their period of voluntary role or duties with the Charity. If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from HR Manager.
- ⇒ Use or allow others to use the Charity's name, property, resources, information or funds for any purpose other than that required for the voluntary duties.
- ⇒ Act as a spokesperson for the Charity unless prior permission or authority has been given.



# ICARUS

Immediate Care, Assessment & Rehabilitation for Uniformed Services

## **(III) Do's AND DON'Ts**

### **DO's**

- a) Be aware that you are representing the Charity, and act in a way that is in line with the purpose and values of the charity and that enhances the work of the charity.
- b) Follow the charity's policies and procedures as well as any instructions or directions reasonably given to you. Approach the HR Manager for any questions regarding Icarus's policies, procedures, support or supervision
- c) Maintaining an appropriate standard of dress and personal hygiene. Dress modestly and appropriately – no clothes which are skimpy, revealing, offensive, etc.
- d) Communicate respectfully and honestly at all times
- e) Provide your services to clients solely in those areas in which you are competent and qualified to do so.
- f) Act in a non-biased, non-prejudicial manner towards all clients, providing those clients with an identical quality of services and treatment irrespective of the many differences which are to be found between clients.
- g) Refrain from disclosing unnecessary personal information and personal problems to the client and must discourage the pursuing of any type of personal relationship.
- h) Ensure the physical safety and safeguarding of the client and any person who may be accompanying them.
- i) Work in ways that will promote client autonomy and well being and that maintain respect and dignity for the client.
- j) Be punctual for your voluntary duties
- k) Lead by example and be good role models for the clients
- l) Be mindful of clients who are overly-friendly or attention-seeking. Maintain appropriate behaviour and prevent having any physical contact with the beneficiaries
- m) Maintain confidentiality and respect the privacy and dignity of the client and family members
- n) Respect the feelings of the client and family
- o) Instil independence and self-confidence by providing guidance to the client to complete the task by themselves, rather than always doing things for them
- p) Report any concerns about possible wrongdoing by other volunteer of the Charity in the course of their volunteer's role with HR Manager
- q) Report immediately to Operation Manager/HR Manager when you hear of any information from the client that is of potential threat or harm to self-and/or others.
- r) Consult Operation Manager/HR Manager when in doubt



# ICARUS

Immediate Care, Assessment & Rehabilitation for Uniformed Services

## **DON'T's**

- a) Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- b) Seek or accept any gifts, rewards, benefits or hospitality in the course of your role;
- c) Proselytise, i.e. preaching or attempting to convert people to another religion
- d) Solicit sales or promotion of services of any kind with clients
- e) Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- f) Provide a false or misleading statement, declaration, document, record or claim in respect of the charity, its volunteers, employees or charity trustees;
- g) Take over the role of the parent or caregiver
- h) Create dependency or overprotect the client by stepping in to take over tasks which he/she can complete if given time to do so
- i) Make empty promises or give any form of monetary or material reward to the client or family without first consulting the Operation Manager.
- j) Bring or drink alcohol, or smoke in the presence of the client or during the treatment. Should the volunteer have reason to believe that the client is under the influence of either alcohol or drugs, the treatment session should be cancelled immediately and the client is made aware of such cancellation.
- k) Verbally, emotionally or physically abuse the client and/or family members, especially using profanities or derogatory remarks
- l) Provide food or any other support to the beneficiary without first consulting the Operation Manager.
- m) Upload the clients photograph to an online platform, including website, blog or any form of social media
- n) Share information on the client and family with others
- o) Engage in any activity that may damage the Charity's property;
- p) Engage in illegal activity while carrying out your role in the Charity.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Icarus's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that Icarus may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with Icarus.

The board of charity trustees will review the Code of Conduct for Volunteers every year or as appropriate. The Chief Executive Officer is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.



# ICARUS

Immediate Care, Assessment & Rehabilitation for Uniformed Services

I.....agreed to abide by the Icarus Code of Conduct at all times and will ensure that if I know of any reason why I am not able to comply with the above that I will notify the HR Manager or any of the Management Team immediately.

Signed..... date.....