



# Folkestone Nepalese Community Centre

The following training is vital to keeping you, the client, and the service safe and legal. Please read through the summaries provided and pursue any further training as advised by the Project & Centre Manager of the Folkestone Nepalese Community Centre (FNCC) or the General Secretary of the Folkestone Nepalese Community (FNC).

## Safeguarding

When we talk about safeguarding adults, we mean all the work which enables an adult to retain independence, wellbeing and choice and live a life free from abuse and neglect.

In thinking about safeguarding, we must consider the idea of 'abuse' because unfortunately, it does happen. There are various forms of abuse and the most widely known are physical, financial, neglect, sexual, psychological, discriminatory, and institutional.

Your role as a volunteer is to be alert to signs or patterns of abuse and raise suspicions. It is vital that concerns are reported. Failing to report suspicion is worse than a report that is incorrect so please be guided by your best intentions and be assured that you will be supported by Kent Coast Volunteering.

If anybody tells you of any abuse remain calm, listen carefully, reassure them they will be taken seriously but do not promise confidentiality as you will have to share your knowledge with a limited number of people that need to know such as the volunteer co-ordinator.

If you suspect abuse or someone tells you of alleged abuse it is your duty to report this to your project co-ordinator as soon as possible. If there is an immediate threat to someone's health or their safety contact the police or other emergency services first and then contact the project co-ordinator.

Safeguarding is not only about the client, and as a volunteer you must also ensure that you are safe too. If you feel uncomfortable with any part of your volunteering, then report it. Do not suffer in silence.

## Lone Working

When meeting with clients you will be in a public place (such the community centre) which is generally very safe, however there is still a chance that you could be involved in an incident, so here are some tips to ensure that you feel safe and confident in your actions throughout:

- Always dial '141' ahead of a client's phone number to block your number and ensure your privacy. 141 does not work if you are texting someone so you cannot text from your personal number
- Always ensure that you sign in when you arrive and sign out when you leave



- Have any relevant information/ paperwork with you
- If you have a mobile phone, make sure you have it with you
- If the client arrives at the meeting intoxicated, cancel the meeting.
- You have the choice which clients you support, if you feel at all unsafe or uncomfortable, please tell your project coordinator.
- Know your limits - don't do anything outside of what you have been asked to do by your project co-ordinator
- Make sure you know where the exits of the property are and that you can get to them
- If you need to lift something, remember to use safe lifting techniques. Never lift people
- If you encounter an emergency incident, ask for help, if you need to call 999.

## Boundaries

“**Boundaries** are the lines we draw between ourselves and others to distinguish one thing from another . . .

Boundaries are essentially about respect for the other person, and, without them, confusion and exploitation come into play”

## Personal Space

- What is personal space?
- Why is it important?
- How do you implement this?

## Health and safety

When volunteering, you have a legal duty to look after your own health and safety and that of people around you such as colleagues and clients. That may sound heavy-going, but this simply means using common sense when you're volunteering so that unnecessary accidents and incidents can be avoided.

If you spot any potential health and safety issues, have an accident or even a near-miss, please be sure to let your project co-ordinator know so that they can report and address the problem.

## Equality and diversity

The meaning of equality is making sure people are treated fairly, whoever they are and whatever their backgrounds. The meaning of diversity is the importance of understanding, valuing, and respecting individual differences. Sometimes this means that some people are treated differently, to make things fairer.

We recognise that people with different backgrounds, cultures, skills, and experiences bring fresh ideas and perceptions that benefit us all and help promote greater understanding of our diverse communities.



## Data protection

We must keep all information on our volunteers and clients up to date and relevant to comply with the Data Protection Act 2018.

If you have someone's personal information written down, please ensure that it is not visible or accessible to people outside of the service. Once you do not need the information anymore then dispose of it by shredding it or returning the paperwork to the office.

Be careful when leaving messages on phones/ email and do not hold confidential conversations in a place where you could be overheard.

## Personal Data Protocols

We have an obligation to keep information about all our volunteers and clients secure. We do this by locking all paper files away in filing cabinets, keeping the office locked when no one is working, and our building locked when out of normal working hours. All computers need a password to log onto, and any documents on the computer holding private/sensitive information are also locked with passwords.

Any breach of data protection will be followed up on immediately, and those that are affected will be informed.

As a volunteer private information may be given to you in relation to the client you are visiting. When in possession of any data from us you must follow these rules:

- Keep the data out of sight of anyone but yourself
- Once you are finished with the data:
- Bring all paper-based notes into the office so that the project coordinator can record this and shred them.
- Computer based notes should be password protected, emailed into the office and/or deleted.
- If you lose any information or believe that anyone else unrelated to the service has had access to it, then you must report it to the office.

## Further Information

We cannot guarantee that someone will be always present in the office but if you are able to leave a message then someone will return your call as soon as possible. You can phone or email.

# Code of Conduct

Every volunteer role is different, and at times you will need to decide for yourself how best to approach a difficult situation. A well-meaning action can be open to



misinterpretation. The following guidelines outline some good practices to help you in your role.

## **Personal**

We listen to and understand people as individuals. Everyone deserves the opportunity to both contribute and feel like they belong to their community, as well as enjoying themselves in their role.

## **Positive**

Everything you do should have a positive impact on yourself and the client.

## **Professional**

We strive to work to standards that we can all be proud of, and it is important to make it clear to everyone that we are volunteering for Kent Coast Volunteering.

## **Integrity**

- You are encouraged to display good judgement, common sense, and integrity in all that you do for this service
- Many of us will learn confidential information about our clients. It is essential that the confidentiality of such information is respected and is only used with permission and for the benefit of the person concerned
- Loss of confidential and private information must be reported
- You must avoid being drawn into any kind of 'gossip' about anyone involved in the service, and you must not discuss individuals in a social setting or via social networking websites
- You must not lend to (or borrow money from) a client. You must not give money or gifts to a client. If a client needs food, put them in touch with the local foodbank.
- You must not use your involvement with this service for your own commercial gain.

## **Equal opportunities statement**

This service is inclusive, values differences, and strives to keep it relevant and accessible to all. We recognise that people with different backgrounds, cultures, skills, and experiences bring fresh ideas and perspectives that can benefit the service. We provide an indiscriminate service for all volunteers and clients.

## **Bullying, harassment, and inappropriate behaviour**

- We will not tolerate aggressive, abusive behaviour or unreasonable demands, and we do not expect anyone to put up with repeated instances of inappropriate behaviour
- Interpersonal behaviour between colleagues must be conducted with politeness and courtesy within a professional framework, whether in person, on the phone or in writing
- Anyone who experiences or witnesses any form of abuse in their work must report it to the project coordinator as soon as possible.

## **Dress code**



All volunteers should ensure that their attire and personal presentation is clean and neat.

- Wear your volunteer ID badge in a suitably prominent position.
- Wear footwear that is suitable for your working environment. For example, if you are assisting someone in a wheelchair then you should wear closed shoes with a low heel.
- Casual clothes are more suitable than business suits, some clients may be intimidated or scared by formal clothing.

## **Breach of the code of conduct**

This code has been produced to ensure that everyone who is working within Kent Coast Volunteering follows the standards that are required as a condition of participating in our work so that our services are delivered to a consistent standard throughout.

Persistent refusal or neglect to comply with this code will lead to appropriate action being taken which could ultimately lead to the termination of the arrangement for you to be a part of this service.

## **Leaving the service**

- If you must stop volunteering for any reason, it is vital that you contact the project coordinator to inform them no matter what your voluntary role is
- Return your ID badge to them so that they can be sure it has been disposed of appropriately.

Please sign and date this form to confirm you have understood and agree with the training you have received.

Date: \_\_\_\_\_

Signature volunteer/staff \_\_\_\_\_