

## **Code of Conduct for Volunteers of Harrogate and District NHS Foundation Trust and Confidentiality and Behaviour Agreement**

The Code of Conduct seeks to outline the appropriate conduct for the volunteers of Harrogate and District NHS Foundation Trust

There is no contractual relationship between HDFT and the volunteer.

As a representative who may be dealing with difficult and confidential issues, volunteers are required to act with discretion and care in the performance of their role. Volunteers are required to maintain confidentiality with regard to information gained via their involvement in Harrogate and District NHS Foundation Trust.

### ROLE AND FUNCTION OF VOLUNTEERS

As a volunteer of Harrogate and District NHS Foundation Trust, I will:

- Carry out my tasks in a way which corresponds to the aims and values of this organisation, respect other volunteers, service users and staff, respect the human rights of others and keep within the boundaries of my role description
- Comply with all relevant guidelines as indicated in induction including the Volunteers Code of Conduct, including the undertaking of an Enhanced Disclosure and Barring Service check. I agree to inform the Trust of any caution/charge against me or if I have received a conditional discharge in relation to, or have been found guilty of a criminal offence. I will be open and honest about any other issues the Trust may need to be made aware of during the course of my volunteering placement
- Carry out my tasks with regard to the health and safety of others.
- Be aware of the member of staff who is supervising me on each shift
- Respect boundaries with patients/visitors/service users/ staff, and will not develop inappropriate relationships with patients/visitors/ service users/ staff
- Recognise that I have no managerial role within Harrogate and District NHS Foundation Trust
- Respect the confidentiality of the information I receive in my role as a volunteer and act with integrity and objectivity and in the best interests of Harrogate and District NHS Foundation Trust, without any expectation of personal benefit
- Attend meetings, training and support events as required in order to carry out my role and duties. Conduct myself in a manner that reflects positively Harrogate and District NHS Foundation Trust, acting as an ambassador for the Trust
- Abide by Harrogate and District NHS Foundation Trust Policies and procedures.
- Always wear my Volunteer ID badge whilst on Trust premises and abide by the Trust dress code, and also a uniform if required
- Sign in and out at the beginning and end of each duty period in the Volunteer sign in book, held at the front desk in main reception
- Report to the person in charge of my placement area on arrival and before leaving placement area
- Not perform any tasks that are not covered on my role description unless agreed by Placement Supervisor and the Volunteer Services Manager
- For the safety and wellbeing of myself and patients, I will not lift, handle or lower patients, toilet or bath patients
- Refuse any gifts, favour or hospitality which might be interpreted as seeking to exert undue influence to obtain preferential consideration
- I will not use any form of social media to disclose confidential information relating to the Trust or patients.

## CONFLICTS OF INTEREST

Volunteers should act with the utmost integrity and objectivity and in the best interests of Harrogate and District NHS Foundation Trust in performing their duties. They should not use their position for personal advantage or seek to gain preferential treatment. Any volunteer who has a material interest or potential conflict of interests in a matter as defined in the Constitution shall declare such interest to the Volunteer Services Manager and it shall be recorded in a register of interests.

They should declare any conflicts of interest, which may arise. If in doubt they should seek advice from the Volunteer Services Manager. Volunteers must declare any involvement they may have in any organisation with which Harrogate and District NHS Foundation Trust may be considering entering a contract.

There will be a register of Interests, in which volunteers must enter any pecuniary and non-pecuniary interests that might create a conflict of interest.

## MEETINGS

Volunteers are requested to attend meetings as appropriate to their course of duty. When this is not possible they should submit an apology to the Volunteer Services Manager in advance of the meeting.

Volunteers are required to participate in the induction programme and any subsequent programmes as necessary.

## REIMBURSEMENT OF EXPENSES

Volunteers will not receive payment for their role. However they are able to receive reimbursement of any out of pocket expenses incurred. They will adhere to Harrogate and District NHS Foundation Trust Volunteering Policy for the reimbursement of such expenses. Out of pocket expenses are claimed using the standard Trust expense claim form.

<b>Expense</b>	<b>Allowance</b>
Car Travel – Mileage irrespective of engine size or fuel	(45p) per mile
Car Parking	Reimbursement of reasonable cost with prior written agreement
Taxi	Reimbursement of reasonable cost with prior written agreement
Rail/Bus	Standard fare or lower
Air	Not applicable
Overnight (bed & breakfast)	Not applicable

## CONFIDENTIALITY

All volunteers registered with Harrogate and District NHS Foundation Trust are required to respect the confidentiality of the information they are made privy to.

All volunteers should note that all matters relating to patients or other Trust business are strictly confidential and any unauthorised disclosure whether verbal, written or electronic including via social media will result in termination of service as a volunteer. This can also result in criminal proceedings.

## SOCIAL MEDIA

All volunteers should not identify themselves as a volunteer of the Trust on social media such as Facebook, Twitter etc. this may result in termination of the volunteer of service as a volunteer. There may be occasions where we ask for you to be videoed or photographed. This will be for the promotion of our services. If you do not consent to photography you must make the team aware of this.

**NON-COMPLIANCE WITH THE CODE OF CONDUCT**

Non-compliance with the Code of Conduct will result in the following action:

- Where misconduct takes place, the Volunteer Services Manager or authorised team member will investigate. This may include the potential termination of the volunteering arrangement. This matter will be referred to the Business Development, Charity and Volunteer manager, in the absence of the Volunteer Services Manager.

**CODE OF CONDUCT AND CONFIDENTIALITY AGREEMENT**

Please read this Code of Conduct for Volunteers of Harrogate and District NHS Foundation Trust and Confidentiality and Behaviour Agreement before signing this document. If we do not receive this signed agreement, you will be unable to carry out your volunteering duties.

**Harrogate and District NHS Foundation Trust**

Name of Volunteer.....

Address.....

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I, ..... (Print name)

agree to abide by the Code of Conduct for Volunteers of Harrogate and District NHS Foundation Trust and Confidentiality and Behaviour Agreement

Signature.....

Date.....

Received by HHCC and Volunteer team Member: