



Code of Conduct for Volunteers

- Treat all Refugees Welcome in Richmond (RWinR) beneficiaries and volunteers equally, with respect and dignity.
- Be friendly and non-judgemental.
- Do not make ableist, ageist, racist, sexist, homophobic, transphobic, or any other remarks that could upset or humiliate.
- Be sensitive to cultural differences, e.g. respect and consider dress, manners, food, religion and customs.
- Build balanced relationships recognising the 'friend-like' but professional nature of the role, maintaining appropriate boundaries at all times.
- At the start of your engagement be clear about the role you are offering. Explain how flexible you can/cannot be and arrange set times and locations.
- Do not share any confidential or personal information unless necessary for safeguarding reasons.
- Do not take photos of beneficiaries unless an authorised committee member has given special permission in agreement with the beneficiary.
- Never use social media or digital communication to contact children directly.
- Always arrange meetings with the beneficiary ahead of time, when it is convenient for you both, and be punctual.
- Work cooperatively with other Refugees Welcome in Richmond (RWinR) volunteers. Inform your co-workers about your planned visits and the time that visits have ended.
- Keep an appropriate social distance, avoiding physical touch.

- Avoid being alone with children or at risk adults. If this happens keep doors open and be as visible and audible as possible.
- Do not invite beneficiaries into your own home or share your address.
- Do not personally give money or financial support.
- Do not share records of visits to beneficiaries with anyone other than authorised RWinR team members.
- Do not use, or be under the influence of drugs and alcohol in the presence of beneficiaries.
- Work in accordance with RWinR policies and guidance documents, e.g. Safeguarding Policies, Lone Working Policy and Risk Assessments.
- Report any concerns about or allegations of abuse, or poor practice to RWinR Safeguarding Officers Susan Murray or Sarah Collett. In case of emergency call 999.
- If you need any guidance or support contact your group leader.