



PELVIC RADIATION DISEASE ASSOCIATION

Code of Conduct for Volunteers

Introduction

As a volunteer we want you to have an enjoyable experience whilst volunteering with the Pelvic Radiation Disease Association (PRDA). You are an ambassador for PRDA and when you are volunteering for us, we would hope that you will behave in a professional, courteous, and helpful way to members of the public, other volunteers, and members of staff.

Our Vision

To see that the effects of Pelvic Radiation Disease (PRD) are minimised, that people affected by PRD are given the best possible care and treatment, and that PRD is accepted as a serious problem and given the attention it deserves.

Throughout all our work the best interests of the people who use our service is our prime concern.

Code of Conduct

- Any communication you have with members of the public, supporters or external contacts needs to promote and maintain confidence and trust in our work
- To listen to and respect the views of others in a non-judgemental way
 - Recognise that people can be adversely affected by words and actions and to sensitively challenge inappropriate, offensive, racist, or abusive language and behaviour when it is appropriate to do so
- Not make inappropriate, sexual, or abusive remarks
- Be aware of our policy on equal opportunities and avoid any form of discrimination or harassment
- Model and promote PRDA's commitment to safeguarding in all aspects of their work including in the use of social network sites

- You must not give any advice to members of the public on legal, medical or welfare issues. You can share your personal experience of PRD, but you should not give any medical advice that may influence someone's treatment choices
- You should not share your private telephone number, home or email address nor should you seek this information from members of the public
- If you are attending an event and are offered alcohol you should drink in moderation and responsibly.
- If you represent PRDA at an event the dress code should be smart. If you are required to wear any protective clothing or any branded clothing, please ensure that it is the clothing issued to you by the charity and that it is in clean and in good repair
- When carrying out your volunteer role please be mindful of health and safety – your own health and safety and that of others around you. You must comply with all health and safety instructions given to you by the charity and the event organiser if you are attending an event
- You are responsible for the security of data in accordance with the General Data Protection Regulations 2018, accounts, and systems under your control. Keep passwords secure and do not share account or password information with anyone, including family, or friends. Providing access to another individual, either deliberately or through failure to secure its access, is a violation of this policy.