

GATESHEAD CLUBHOUSE CODE OF CONDUCT POLICY

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1 POLICY DESCRIPTION / WHY WE NEED A CODE OF CONDUCT

Members and visitors to the Clubhouse are expected to take the necessary steps to ensure that the Code of Conduct is adhered to and to challenge any behaviour that is contrary to its letter or spirit. If any member has difficulty with the meaning or implication of any part of the Code of Conduct they should contact a member rep for support.

- It is important that all members, volunteers and visitors are treated with equal respect within the Clubhouse.
- Members have agreed that a standard of acceptable behaviour needs to be followed by everyone. This will ensure that the Clubhouse continues to provide a safe and pleasant environment for all concerned.
- Safeguarding forms an integral part of our approach.

2 BREACHES OF THE CODE OF CONDUCT

This could include: -

- Confidentiality
- Violence
- Threatening behaviour / bullying / malicious gossip
- Escalated Disagreements
- Discriminatory behaviour e.g. sexual harassment
- Theft
- Begging
- Inappropriate use of the internet
- The use or sale of alcohol and / or Illegal drugs
- The use of tobacco / cigarettes Inside the Building
- Damage to property

2.1 CONFIDENTIALITY

It is important to respect the privacy of all members and for this reason: people are asked not to repeat conversations or incidents which happen inside the Clubhouse.

There are **3** areas where members in general and also member reps, are legally bound to pass on information on to relevant agencies e.g. Social Services, Police and Community Mental Health Teams.

1. Any illegal activities.
2. Child protection Issues.
3. Disclosure of harm, either to self or others.

All other information will be shared with a member rep on a need to know basis only.

2.2 VIOLENCE

Physical attacks upon members, volunteers or visitors will **NOT** be tolerated. **The police may be informed.**

2.3 THREATENING BEHAVIOUR / BULLYING / MALICIOUS GOSSIP

Any behaviour which threatens the well-being of others. For example, intimidation and verbal harassment, including the following: -

1. Unwanted and inappropriate questioning of the mental and physical health of others.
2. Using offensive or threatening language and swearing.
3. Using personal remarks of a slanderous or insulting nature, either said directly to the individual or about them to others.

2.4 DISAGREEMENTS

It's human nature to be social but sometimes this can lead to disagreements. Any member who feels they are being coerced into doing any action they prefer not to do should try to get further members involved in the discussion. If the member still feels they may be being taken advantage of, they should discuss this with a member rep.

2.5 SEXUAL HARRASSMENT

This includes unwanted touching, innuendo and other personal comments.

2.6 OTHER DISCRIMINATORY BEHAVIOUR:

The Clubhouse promotes equality for all and wants to ensure that all members, volunteers and visitors are never treated less favourably or with disrespect because of any personal attribute.

2.7 THEFT

This includes money or property belonging to members, volunteers or visitors, or Clubhouse equipment.

2.8 BEGGING

This covers asking members, volunteers or visitors for personal items, for example money or cigarettes.

2.9 INAPPROPRIATE USE OF THE INTERNET

The following type of sites are considered **UNACCEPTABLE**: -

1. Pornographic material.
2. Material portraying violence.
3. Material promoting terrorism.
4. Material promoting racism / sexism or other discrimination.
5. Sites that are likely to contain viruses and / or malware.
6. Dating websites.
7. Use of gambling websites.
8. Any material that may be demeaning to another member or volunteer.
9. Any illegal activity.

2.10 DRUGS & ALCOHOL

If a person is found to be using or selling illegal or non-prescribed drugs or alcohol on the premises. **The police may also be informed and the person may be excluded.**

2.11 TOBACCO AND CIGARETTES

- Tobacco and cigarettes (in any quantities) are not to be bought or sold on clubhouse premises.
- Smokers may only smoke in the clearly designated smoking area outside the clubhouse and must use the ashtrays provided.

2.12 PRIVACY

This covers the use of cameras, videos, (including those on mobile phones), and other recording devices within the Clubhouse and at activities organised by the Clubhouse at other locations.

No member, volunteer or visitor at the Clubhouse can photograph, video or record by other means, any individual or activity without the expressed consent of all concerned.

It is the responsibility of the individual who is photographing or recording to prove that permission has been given.

2.13 DAMAGE TO PROPERTY

Any damage to property will be dealt with via the disciplinary and grievance procedure.

3 DISCIPLINARY PROCEDURE & APPEAL

3.1 WHAT HAPPENS IF I BREAK THE CODE OF CONDUCT?

We deal with such things in order of severity: -

1. A quiet word.
2. Asked to go home for the day.
3. Temporary suspension: 1 day to 1 month, depending on the severity of the problem.
4. A longer suspension period of 2 to 6 months
5. Permanent exclusion.

If necessary, your support worker may be informed and the Police may become involved if the breach of conduct is serious.

3.2 WHAT IF I THINK MY PUNISHMENT IS UNFAIR?

We have an appeal procedure which you can request, this involves: -

An appeal panel comprised of 3 people who are members, member reps, or trustees and who have not been involved in the initial disciplinary process or personally involved in the incident(s).