



CODE OF CONDUCT

All adults and young people who visit Goodwill Children's Homes should follow this Code of Conduct. The following points incorporate the Goodwill charity good practice policy.

Good practice when volunteering at the Goodwill Children's Homes

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Where possible, personal conversations should take place somewhere that is visible to other people, whenever possible; there should be more than one visitor with a Goodwill student.
- Treating all young people/vulnerable adults equally, and with respect and dignity.
- Always putting the welfare of each young person first, before winning or achieving goals.
- Maintaining a safe and appropriate physical and personal distance with participants (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Physical contact i.e. Do not be afraid to return a hug initiated by a young person, this is a sign of trust and the young person should not be rejected. Any contact should be appropriate. Patting a child on the head in India is not encouraged as it is regarded as a sacred part of the body by some. Remember that your actions, remarks and gestures can be misinterpreted, no matter how well intentioned.
- Do not invade the privacy of young people unnecessarily. You should knock before entering bedrooms and it is advised to enter the accommodation of the same sex only.
- Making all activities, fun, enjoyable and promoting fair play.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the Group leader.
- Ensuring that if mixed groups are taken away, they should always be accompanied by a male and female member of staff. However, remember that same gender abuse can also occur.
- Being an excellent role model - this includes not smoking or drinking alcohol in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of young people.
- Provide access opportunities for young people or other adults to talk through concerns they may have.
- Recognise that caution is required when dealing with bullying, bereavement, child abuse and other sensitive issues.

It is important that everyone acts as a role model, adopts appropriate behaviour and treats everyone with respect.