

# someone cares

## *CODE OF CONDUCT*

Someone Cares is an Industrial and Provident Societies Co-operative offering a free and confidential service to those affected by abuse, and is committed to meeting the individual needs of every client, paid and unpaid worker. We rely heavily upon BACP Ethical Framework for Good Practice in Counselling and Psychotherapy, the Human Rights Act and legal requirements, in particular the relevant sections of the Children's Act and the Family Law Act. All paid and unpaid workers attend an induction workshop.

### *Standards of Professional Conduct*

SOMEONE CARES believe that every human being is of value regardless of race, age, gender, sexual orientation, ability or disability and all paid and unpaid workers will work in such a way to promote respect for human dignity through integrity and competence.

Conduct is more likely to be both ethical and professional if practitioners are seen to be trying to demonstrate to other practitioners and clients at all times the qualities of empathy, sincerity, integrity, resilience, respect, humility, competence, fairness, wisdom and courage. :

Recognising and curbing prejudices is essential to prevent erroneous assumptions being made about the credibility of those with beliefs and backgrounds different from our own. The following specific behaviours would be seen to be against the values and principles of SOMEONE CARES and this list is not exhaustive:

- Making sarcastic comments about a member of staff paid or unpaid
- Making sarcastic comments about service users
- Using offensive language
- Making sexist remarks
- Criticising another person's efforts
- Making personal attacks upon another person
- Bullying will not be tolerated and offensive and abusive language/behaviour is totally unacceptable.
- Harassment
- Criticising or negating other people's beliefs
- Making negative or derogatory remarks

### **Harassment**

Harassment is defined as unwanted or unreciprocated conduct, which is offensive to the recipient. It takes many forms and includes behaviour, comments or physical contact, which causes offence, fear, intimidation or humiliation. All incidents should be reported to the Company Secretary in the first instance. Anyone who harasses another person will be asked to apologise and if they refuse to do so will be asked to leave the premises. Refusal will result in the police being called.

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## **Alcohol and Drugs**

Alcohol and drugs may not be brought onto the premises and counsellors who arrive under the influence of alcohol or drugs will be asked to leave the premises.

## **Abuse of Trust**

Counsellors should not abuse the trust of their clients in order to gain sexual, emotional, and financial or any other kind of personal advantage. Sexual relations of any kind with clients are prohibited.

## ***Code of Practice***

These guidelines are written to help paid and unpaid workers avoid unethical/unhealthy relationships and situations where Someone Cares could be brought into disrepute.

- Supervision is mandatory and you must endeavour to seek adequate professional support where you can explore and discuss your problems in confidence.
- Observe confidentiality of personal information including addresses and telephone numbers gained whilst working with clients.
- Observe the Confidentiality Policy but beware that in exceptional cases you may be legally required to divulge specific information specifically the legal requirements of the Prevention of Terrorism Act 1989, the Drug Trafficking offences Act 1986, the Children Act 1989 and the Road Traffic Act 1998.
- Gifts from Clients: This is normally not acceptable but it is acknowledged that small gifts such as flowers and cards are one way in which the client can find some mutuality. Larger gifts must be gracefully declined as they could threaten the integrity of the counsellor and of the counselling relationship. If in doubt, consult your supervisor.
- Inform/discuss with your supervisor any potential or actual situations which could be or are, at risk of being unprofessional and open to misinterpretation.
- Be accountable your practice and behaviour, taking every reasonable opportunity to improve your knowledge, skill and competence.
- **You are a representative of Someone Cares and would request that you pay attention to how you present yourself to clients. Have regard for the values, beliefs and customs of others.**
- If at any time you find that the policies, procedures and practice are unethical, illegal or interfere with the safe and effective performance of your duties, or are in conflict with the philosophy of Someone Cares please ensure that any proposals for change are taken through the appropriate channels.

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