

Code of Conduct (Supporting us, Supporting you)

*You will play an important part in achieving our aim of helping disabled people live their lives to full. You should be very proud of that fact, and we hope it inspires you to put your all into your work. At Canine Partners **what** we do is of equal importance to **how** we do it. Canine Partners have six organisational values that we believe in, and we stand for. We hope that you agree that our values are important and align with your personal values. These values are how we present ourselves to each other and everyone that encounters the charity. It is expected that all Staff, Trustees and Volunteers conduct themselves in line with these values. We expect all of our people, as ambassadors of the charity, to role model the values and behave in a matter that align with them. If at any point we do not feel this obligation has been met, we will address this conduct and take the appropriate action. Likewise, if you feel at any time, that a representative of Canine Partners is not demonstrating these values, then please speak to your line manager or staff point of contact.*

Our Values:

- *Excellence – always aiming for the very highest standards to provide excellent services and work hard on continuous improvement to maintain this.*
- *Respect – always aiming to treat people in the same way we wish to be treated and understanding that to reach our common goal, all of our roles must hold equal importance to one another.*
- *Passion – being passionate about working for an organisation that makes a difference. With care, compassion, and determination, we put nothing less than 100% into everything we do.*
- *Teamwork – working as a team to strive for success. Support each other through triumphs as well as challenges.*
- *The Personal Touch – always aiming to make people feel important. Providing flexibility and tailor-made services to anyone we come into contact with.*
- *Innovation – adapting to and embracing new ideas to aim for success. Encouraging and advocating a “think outside the box” approach and working innovatively to achieve new and different ways of working.*

Volunteers are a crucial part of our charity, helping us to deliver every aspect of our work. Without you, we simply couldn't make the difference that we do to individuals and their families. Volunteering is a partnership, and we are committed to creating the best possible environment for volunteers to share their skills, knowledge and experiences, as well as ensuring that every volunteer is valued and recognised for their time and expertise. Our commitment is do the best we can to make your

volunteer experience with us, a positive and rewarding journey. Ensuring you have a good experience is very important to us.

We've outlined below what you can expect of us if you become a volunteer, along with the expectations that we would have of you as a volunteer.

We will support you as a volunteer by:

- Agreeing tasks and roles and being clear about the standards required to carry out your role
- Providing induction, support guidance and training to assist you in meeting the responsibilities of your role
- Ensuring that you know who you are responsible to and who should provide you with support should you face any problems
- Providing a welcoming and supportive environment that ensures you enjoys your volunteering.
- Ensuring that you are treated with respect and courtesy in line with our commitment to equal opportunity and diversity
- Listening to and respecting all volunteers' views and contributions
- Reimbursing pre-agreed volunteer expenses and paying them in a timely manner.
- Ensuring the confidentiality and security of personal information
- Ensuring a safe working environment and providing appropriate and reasonable insurance for you while volunteering with Canine Partners
- Providing opportunities to contribute to the future development of the charity, by sharing ideas and experiences.

As a volunteer we ask you:

- To carry out agreed tasks detailed in your role description
- To embrace and support our mission, vision and values
- To comply to our policies, procedures, guidelines and standards and ask if you are unsure of anything
- To raise any concerns at the earliest opportunity
- To behave responsibly regarding your own and others safety
- To encourage others to feel welcome, and to treat everyone with respect in line with Canine Partners commitment to equal opportunity and diversity
- To attend and fully participate in support and training which are appropriate for your role.
- To maintain confidentiality and not to disclose confidential information belonging to Canine Partners
- To be a positive ambassador for Canine Partners and consider your actions to protect our reputation



- To keep us notified of any changes to your contact details, and should you be unable to attend or carry out your volunteer role, or if you decide to end your volunteering with us.

I understand that the Supporting you, supporting us and related documents are not intended to be legally binding, and that the arrangement may be cancelled at any time by either party. Neither of us intends any employment or worker relationship to be created between volunteers and Canine Partners, either now or at any time in the future.

Name:	
Date:	
Signature:	