Policy ID Number: ORG001

Policy Passed by Trustees: November 2016

Valid until: November 2019

This **code of conduct** covers how we all treat each other. It applies to members, volunteers, staff, and trustees.

Everyone who is part of Restore, members, volunteers, staff, trustees, and customers, should be treated with respect and honesty, everyone’s confidentiality and safety should be valued, and everyone’s recovery supported.

# Our Vision

Working towards a time when people with mental health problems are fully empowered to live meaningful lives

# Our Mission

Provide recovery and coaching support to people with mental health problems whilst working with the whole community to reduce stigma associated with mental illness.

# Our Values

**Recovery:** Enabling people to recover from illness and manage their own mental health and wellbeing.

**Support:** Providing opportunities to help ourselves and each other.

**Hope:** Offering a positive future where everyone can fulfil their potential.

**Empowerment:** Helping people to believe in themselves and what they can achieve.

**Respect:** Accepting without judging as each person is unique.

# The Code of Conduct

## Recovery

Supporting each other’s recovery is a shared responsibility. We all need to work together to help all members of the group meet their goals. We ask that everyone takes responsibility for their own learning and development.

## Collaboration and equality

We know that everyone has talents and abilities. We aim to welcome everyone’s contribution. Everyone is entitled to be treated with respect and honesty. We expect members, volunteers, and staff to respect each other and treat people equally.

## Inclusion

Everyone should be included in Restore. You should be listened to, and be prepared to listen to other people. It is essential that the language we use and the way that we behave with other people is not harmful. This means not using any language or behaviour that might be considered sexist, racist or intimidating to the people present.

## Quality

**Work**: We all accept responsibility for our own work and the performance of the people we manage and support.

**Health and Safety**: Everyone is responsible for maintaining a healthy and safe working environment. If you see a potential problem, you are responsible for alerting someone to it. Every site has a health and safety file and a member of staff responsible for site health and safety. If you are concerned about anything talk to them.

**Non-prescribed drugs and alcohol**: Restore is a working environment and alcohol and illegal drugs are not to be consumed on the premises during working hours. If you are thought to have used alcohol or illegal drugs that affect your ability to work, you will be asked to leave.

**Violence and aggression:** Restore needs to be a safe space for everyone. If you are violent, or verbally aggressive towards anyone, you will be asked to leave.

## Confidentiality

No one should say anything about you to someone else without your permission. However, information we know about members is known to all relevant staff and volunteers. The only exception to this is that staff may pass on information about someone (member, volunteer, or staff) if they think they are a risk to themselves or others. If we do this, we will tell you.

## Resolving breaches of this Code

If you have some problem in dealing with another person generally, or with a particular incident, please talk about it with a member of staff or your line manager.

Breaches of this code may lead to permanent or temporary exclusion from Restore if you are a member or a volunteer. For paid staff breaches are grounds for disciplinary action and may lead to dismissal.

***I have received a copy of Restore’s Code of Conduct and I will adhere to this.***  
  
Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_