

Volunteer Code of Conduct

As a dedicated volunteer with ALONE, you play a crucial role in supporting older people. To ensure a safe, respectful, and effective environment for all, please adhere to the following Code of Conduct:

Respect and Boundaries

- Maintain appropriate boundaries. Always be honest and ethical in your volunteer activities. Refrain from participating in any activities that could be perceived as favoritism or that may lead to personal gain.
- Always respect the personal space and boundaries of an Older People you support. Do not have any physical contact that could be perceived as inappropriate or untoward or do not provide personal care to the Older Person.
- Gifts received from an Older Person must not to be over 10 euros or more frequent than 4 times a year. Please contact ALONE if an Older Person wishes to give gifts over this amount or more often.
- Contact ALONE if an Older Person asks you to become their emergency contact or ask you to be named as their next of kin on any legal or medical documents.
- Do not stay overnight in an Older Person's house.

Commitment and Integrity

- Honor your commitments. If you are unable to fulfil a scheduled volunteering duty, inform your ALONE Volunteer Support Officer, Telephone Support Coordinator or NSRL Coordinator as soon as possible.
- Participate in assigned training and keep up to date on ALONE's policies and procedures.

Professional Conduct

- Inform ALONE if an Older Person requests any professional service, such as advise on legal, financial and medical matters. Do not provide this advice or support yourself, offer, take or lend money or become a beneficiary/executor of an Older Person's Will.

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- If an Older Person asks you to give them medicine, please contact ALONE. Medicine must not be administered to an Older Person by volunteers at any time.

Confidentiality and Privacy

- Respect the privacy of an Older People and do not share their personal information with anyone outside of ALONE.
- Ensure that when accessing ALONE database through Apps and other IT systems, you do so securely, and no unauthorized person has access to the older people's data. Do not record/write down any personal details of the person you support outside of the ALONE apps and IT systems.
- Make sure you stay within the time frame and frequency of your volunteer role. For example, do not make/receive calls or visit older people outside of your shifts/ agreed times and frequencies with ALONE.

Communication and Support

- Communicate openly and honestly with the older person and your ALONE Volunteer Support Officer, Telephone Support Coordinator or NSRL Coordinator. Report any concerns or issues promptly.

Safety and Compliance

- To ensure a safe and positive volunteering experience, please adhere to ALONE's safety guidelines, including the health and safety measures outlined in the Role Guide specific to your role. If you are a Visitation Volunteer, please pay special attention to the following:
 - Always ensure your mobile phone is charged and carry your ALONE ID.
 - Plan your visits with safety in mind, avoiding isolated areas and dark hours whenever possible.
 - During visits, remain aware of your surroundings and the nearest exits. Trust your instincts and avoid any unsafe situations.
- If you experience any abusive or inappropriate comments or gestures during a call or visit, please conclude the interaction and report the incident to your Volunteer Support Officer, the Telephone Service Coordinator, or the NSRL Coordinator.

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- Use ALONE systems & apps as instructed in the Role Guides and training related to ALONE systems and the BFriend App, Tel App. To ensure accurate up to date information it is mandatory to log on to visits to Older People on the BFriend App.
- Immediately report any safeguarding concerns, accidents, injuries, or unsafe conditions to your ALONE Volunteer Support Officer, Telephone Support Coordinator or NSRL Coordinator. Use 112 or 999 to report emergencies to Emergency Services.
- If your volunteer roles require you to use your own vehicle to transport an older person, for your own protection, please ensure that you have appropriate insurance cover.

Conduct

- Act honestly and ethically in all your volunteer activities. Treat all individuals fairly, without prejudice based on gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveler community. Do not initiate and engage in any form of bullying, sexual abuse, harassment, or discrimination.

Volunteers must not engage in any of the following behaviors:

- Theft: Don't take things that aren't yours.
- Corruption: Don't be dishonest or engage in fraudulent activities.
- Criminal Conduct: Don't do anything illegal.
- Abuse of Alcohol and Drugs: Don't use or be under the influence of alcohol or illegal drugs while volunteering.
- Misuse of Office Facilities/Equipment: Use office resources like data, phones, computers, email, and internet properly.
- Gross Negligence: Do your volunteer tasks with care and attention.

By following this Code of Conduct, you help ensure that ALONE provides the highest quality of support to older people and maintains a positive, respectful environment for all volunteers.