

Community Ambassador Code of Conduct

I will:

- Accept the programme's aims and objectives and act within the agreed policies and procedures, including respecting existing business practices and hierarchies.
- Ensure that any tasks or events I wish to undertake, or am invited too, are aligned with and approved by the programme and meet the Organisational priorities for community engagement.
- Respect confidentiality in everything I hear; whether from the community, in meeting situations or around personal details, as outlined in the Confidentiality Policy.
- Share the message of the Happy, Healthy, at Home vision in a way that can be understood by all, without making promises I may not be able to keep.
- Take responsibility for my own health and well-being.
- Keep the Coordinator informed of my availability and whether I am happy in my role.
- Observe the same standards of conduct required of staff
- Dress in a way that does not cause embarrassment to others and is appropriate for a public role.
- Use respectful, clear language and explain any processes which may be unique to the NHS if I can and if not seek clarification.
- Be inclusive and flexible, recognising all voices are equal and listening to views with respect, without judgement and using patience.
- Respect the changes that have already been implemented and recognise the need to engage the community to help shape the future.
- Follow the correct procedures to handle, transport and log in/out the programme's equipment; using giveaways appropriately and without unnecessary wastage.
- Recognise that engaging with certain groups within the community can require special skills and ask if I need support.
- Relay feedback without bias, even if those views do not represent my own beliefs.
- Not discuss my involvement in the programme on any online sites (including all social media). Not discuss my involvement in the programme with the media/press or advertise programme events without prior approval.

HHH acknowledge the support of Rushmoor Voluntary Services and The Hampshire CVS Network in preparing this policy.



- Follow the agreed process (as set out in the concerns and complaints sections of the handbook) if I have any concerns or complaints about staff or other Ambassadors.
- Acknowledge that I am assisting, but not representing the partner organisations.
- Acknowledge that any behaviour which directly goes against this Code of Conduct (or the policies outlined in the Handbook) may result in being asked to leave the Ambassador Programme.

As a Community Ambassador I agree to respect and act as the Code of Conduct requires.

Concerns & Complaints

Happy, Healthy at Home (HHH) aims to provide all individuals and groups that are involved with us the best possible experience. This policy covers you as an individual, your role in the programme as well as what you may see or hear whilst undertaking your role.

Concerns

We will do our best to respond constructively and creatively to complaints where possible. So please feel free to let the Coordinator know where we are getting it wrong. We can only do better in the future with your help.

If you have any concern or problem relating to other Community Ambassadors or staff you should contact the Coordinator. He/she will try to resolve the problem and will report on this matter to the senior management of the HHH team.

Whilst carrying out your role you may see or hear something that causes you concern. If you are with an external organisation you should raise your concerns directly to them, however if you feel uncomfortable with this you can bring your concerns to the Coordinator who will pass the information on to the relevant member of staff. Examples of this may be criminal acts or safeguarding issues.

If a problem cannot be resolved through discussing your concerns, you can follow the procedure below to make a formal complaint.

How to Make a Formal Complaint:

The complaint must be made in writing to the HHH Community Ambassador Coordinator. If it is initially made by telephone you should then confirm it in writing. Please send to:

HHH Community Ambassador Coordinator
Vanguard Office
4th Floor, Aldershot centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

- If your complaint is specifically about the Community Ambassador Coordinator you can make your complaint direct to the **Communications & Engagement Manager** at the address above.
- HHH will acknowledge receipt of your complaint within seven days.

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- We will investigate your complaint. We will let you know in writing the results of the investigation as soon as possible – usually this will be within 21 days of receipt of the complaint.
- If you are not happy with how your complaint has been handled, you have the right to put your complaint to the Head of Communications at North East Hampshire and Farnham Clinical Commissioning Group.

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Confidentiality Policy

Happy, Healthy at Home (HHH) believes that privacy is a right of every individual. You will be building relationships with individuals and organisations who will pass information to you in good faith (personal details and stories) and who will trust you to use the information accordingly. You may be involved in business planning, meeting content and other tasks in relation to your role. HHH takes confidentiality very seriously and requires that you do the same. This means that nothing learned about members of the community, volunteers, staff or any details discussed in meetings/groups will be passed on to anyone (including other volunteers or staff) without clear expressed permission. This includes the use of Social Media (Please see separate IT & Social Media policy included in the Community Ambassador Handbook).

It is recognised that for specific projects the Confidentiality Policies of other stakeholders and funders may also be applicable.

However should you hear something that causes you concern you must discuss it with the Coordinator as a matter of urgency so that appropriate action can be taken. This may be around harm to individuals, personal safety or criminal activities etc.

All records of personal information will be kept in a safe place that is accessible to only those who need that information. Everyone has a duty of care with regard to information held on computer or paper files about people. Information held in this way is subject to this policy and to the Data Protection Act. All have a responsibility when sharing information to clearly state if it is of a confidential nature.

The Information you collect may be used for legal purposes. In such a case, information will only be disclosed after discussing and agreeing the need for disclosure with a Senior Member of Staff and only the minimum amount of disclosure will be provided.

Anybody found to have breached confidentiality will be asked to leave the programme. You will be entitled to an explanation regarding this.

Anyone who believes confidentiality has been breached should raise their concern with the Community Ambassador Coordinator who will investigate.

Equipment & Handling Policy

Happy, Healthy at Home (HHH) have purchased equipment to be used by the Community Ambassadors in spreading the vision of changes to health care provision and collecting public feedback. This equipment is only to be used for this purpose and no other unless prior consent is given.

Equipment that has the capability of connecting to Wi-Fi can only be used to access the Happy, Healthy at Home website and online surveys commissioned by the HHH office. Please see the IT & Social Media policy for more detail.

No unauthorised external hardware may be inserted into any HHH owned equipment without prior approval. This includes USB sticks and HDMI connections, SD cards and Dongles.

It is our responsibility to make sure that you know how to use this equipment correctly; we will ensure that you have been shown how to use the piece of equipment or that an instruction manual is present, where provided.

Ambassadors are responsible for their own Health and Safety when handling the equipment. If you feel that you need assistance in; lifting, transporting, erecting or disassembling any equipment please advise the Coordinator.

If you notice any damage to, or technical fault with a piece of equipment please inform the Coordinator.

Equipment sign out procedure

When issued with a piece of equipment, you will collect it from the HHH office located on the 4th Floor at Aldershot centre for Health. You will be asked to complete a sign out sheet detailing the equipment and resources you have taken plus the details of the event you are attending. This form must be signed and dated.

Please check that this equipment is in good working order and fully charged before you leave the office.

Once you have finished with the piece of equipment it should be returned to the HHH office at Aldershot Centre for Health and signed in. Any problems with or damaged to the equipment must be listed and the Coordinator informed.



Expenses Policy

All Volunteers are entitled to claim out of pocket expenses. Expenses claims must be made within one month of purchase with receipts included. Unfortunately sustenance (meals) cannot be claimed for as this may have an impact on any benefits individuals receive.

Mileage is calculated at 45p per mile for cars and vans and 24p per mile for motorcycles. Drivers must hold an appropriate license which will need to be presented at the first claim for mileage. Volunteers must verify they have insurance, confirm their vehicle is roadworthy, taxed and holds a valid MOT certificate by hand signing the expenses form.

The cost of parking can be covered with a valid ticket or a receipt (should the barrier retain the ticket on exit) Please check whether the machine offers the option of a receipt on purchasing, entering or leaving the carpark.

If travel is by bus, train or taxi the cheapest appropriate fare must be purchased.

Happy, Healthy at Home (HHH) is willing to offer a small budget for events to encourage conversations with Community Groups. This expenditure must be clarified and approved by completing the events planning form available from the Coordinator, before any purchases are made.

Any expenses over £50 require prior approval from the Community Ambassador Coordinator. Other expenses which allow volunteers to fulfil their role may be considered. Please discuss your individual requirements with The HHH Community Ambassador Coordinator to find out whether HHH can assist you with this.

Expenses Procedure

To claim expenses complete and sign the expenses form securely attaching receipts and return to:

HHH Community Ambassador Coordinator
Vanguard Office, 4th Floor
Aldershot centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

All expense claims are subject to checks and clarification may be sought. Once expense claims have been checked and counter signed, a cheque will be raised and posted to you. This can take up to 21 working days.

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Internet & Social Media Policy

Purpose and Scope

The purpose of this policy is to ensure the proper use of Happy, Healthy at Home Internet facilities, equipment which may link to the internet and layout the rules around Social Media. Users have the responsibility to use the internet only with prior approval; in an efficient, effective, ethical and lawful manner.

Happy, Healthy at Home does not allow Ambassadors to publicise events or discuss involvement in the programme on social Media sites without express permission. HHH retains the right to monitor social media for breaches of this policy and if this occurs the individual/s will be asked to leave the programme.

Software installation

No software is to be downloaded or installed without permission. This includes email software and web browsers and their add-ons.

General

Please note Internet functions include Email, access to WWW, File Transfer (FTP), blogs, social networking facilities and other functions that use Internet protocols.

Equipment with the capability to connect to the internet should not be used for personal commercial purposes, profit or for any illegal activity. Users must not view or download pornographic, indecent or offensive images, text or sound files.

If permission is given to access the internet by HHH, users should consider email and other Internet functions like any other communication form and use them in an appropriate manner with regard to disclosure of personal information.

Users are required to respect the copyright of all materials and software. The unauthorised copying of software is an offence under the Copyright Design and Patents Act 1990.

When sending emails to other Ambassadors it is good practice to include the following disclaimer;

This email is confidential and privileged. If you are not the intended recipient please accept our apologies; please do not disclose, copy or distribute information in this email or take any action in reliance on its contents; to do so is strictly prohibited and may be unlawful. Please inform us that this message has gone astray before deleting it.

Volunteer Agreement

Happy Healthy at Home (HHH) recognises that volunteers can make an appropriate and significant contribution to the work and vision of HHH.

Volunteers are individuals who put their time, experience, knowledge and skills at the disposal of HHH free of charge, except for reimbursement of expenses, with the primary aim of helping HHH bring benefit to the local communities through contributing to the changes being implemented in Healthcare.

Healthy, Happy at Home (HHH) will:

1. Actively support and promote volunteering within HHH
2. Promote best practice throughout HHH by providing a framework which sets out volunteers' and HHH expectations, rights and responsibilities
3. Ensure a consistent approach to the management and support of volunteers within HHH
4. Recognise volunteers as equal partners in achieving the vision of HHH and to ensure that their contribution to the work is an integral part of the service
5. Ensure that volunteers are able to claim reasonable out of pocket expenses
6. Provide training and relevant information to Volunteers for them to be able to carry out their role effectively and safely.

Our aim is that volunteers will add value to the changes we wish to implement.

In appointing volunteers HHH will adhere to the following principles:-

1. HHH expects that volunteers will be valued, treated positively and involved in relevant HHH tasks as appropriate
2. HHH recognises that volunteers require satisfying tasks and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to carry out their role effectively
3. Provision of a clear definition of what is expected from volunteers through the volunteer role description
4. Providing volunteers with the necessary skills to carry out their task through induction and on-going training
5. Providing structure to the volunteer role through regular supervision

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HHH recognises that Volunteers can expect to:-

1. Be respected and valued and know what their rights and responsibilities are under the agreed HHH policies
2. Be provided with the necessary information to carry out their volunteering and to know what is expected of them
3. Be given induction and other training appropriate to the tasks they are involved in. All volunteers will receive an Induction into HHH and their chosen role. Training will be provided as appropriate
4. Be given support from a named person within HHH (The Coordinator). They will be provided with regular opportunity to feedback on progress, discuss future development and air any problems.
5. Have their travel and other expenses reimbursed as laid out in the HHH Expenses Policy.

HHH requires Volunteers to accept the following Responsibilities:-

1. To take responsibility for their Health and Safety, reporting anything they feel is unsafe or letting the Coordinator know if they cannot carry out the task
2. To keep HHH informed of availability
3. To respect the privacy of peers and to maintain matters of confidentiality in line with the Confidentiality Policy
4. To carry out their agreed duties to the best of their abilities
5. To work within the aims, objectives and values of HHH
6. To work with agreed policies, codes of practice and guidelines as outlined in the Community Ambassador Handbook and as explained during the Induction process (more information below)
7. To agree to the Code of Conduct expected by all HHH Volunteers.

A volunteer may be asked to leave the programme should a breach of the Code of Conduct occur. In all cases the volunteer will be entitled to an explanation of the decision and action taken.

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As part of our responsibility to you we must bring your attention to the following:

Equality and Diversity

HHH acknowledges that the United Kingdom is a multi-racial and diverse society and believes that no person or group of persons should suffer disadvantage by reason of age, disability status, gender or reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership status or pregnancy/maternity status. HHH strives to secure genuine equality, whether required by legislation or not, in all aspects of its activities. We require Community Ambassadors to act accordingly whilst carrying out their role engaging with staff or the public.

Health and Safety

Health and Safety Law does not apply to individual volunteers however it does apply to the activities you undertake in the community and as such risk assessments may be required in certain situations. As a Community Ambassador Volunteer, you must be aware of your own health and safety. Please ask the Coordinator if you need assistance in general or specifically for lifting, carrying, erecting or disassembling equipment. Please be aware of risks of slips, trips and falls whilst in your role following the health and safety advice or requirements of individual organisations or sites.

Confidentiality

HHH takes confidentiality very seriously and as such would draw your attention to the specific policy around this included in the Community Ambassadors Handbook.

Smoking, Alcohol and Substance Misuse

Whilst acting in your role as a Community Ambassador HHH require that you do not smoke, consume alcohol or other substances. This behaviour will result in you being asked to leave the programme. Happy, Healthy at Home is happy to signpost you to organisations that can assist with addiction should you require it and you can speak in confidentially to the Coordinator should you wish.

Concerns & Complaints

HHH takes complaints very seriously and we would request you read the Complaints policy contained in the Community Ambassadors Handbook which explains how to raise concerns or make a complaint over something you have experienced, seen or heard.

Equipment, IT & Social Media

You may be issued with HHH owned equipment for which you will have responsibility. Guidelines on care and use of this equipment can be found in the Equipment & Handling policy within the Handbook. At no point should Ambassadors discuss their involvement in the HHH programme on Social Media and further information can be found on this in the IT policy.

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