



CODE OF CONDUCT

Rationale

Volunteers have an integral part to play in providing a safe and enjoyable environment for young people. Therefore, all volunteers of Chinmaya Mission are bound by a set of values and principles that should guide their behaviour and interactions when engaging in regular study class sessions and volunteering in programs or at events.

Expectations

Volunteers are expected to follow the principles of:

- safety
- respect
- support
- ethical and appropriate communication
- ethical conduct
- maintain data privacy and confidentiality.

Volunteers should:

- behave honestly and with integrity
- act with care and diligence.

Volunteers should think and act safely by:

- putting safety first in all activities
- following the safety procedures outlined in the Guidelines, to the best of their ability
- seek advice from and working with the coordinators when faced with a situation which they are unable to contend with or is beyond their roles and responsibility.

Volunteers should treat children and peers with respect and:

- respect the rights of individuals and maintain an appropriate level of confidentiality
- treat everyone with courtesy, sensitivity, tact, consideration and humility
- assist in the creation of an environment free of fear, harassment, racism and exploitation
- respect the cultures, beliefs, opinions and decisions of others although you may not always agree
- immediately escalate any issues of concern or uncertainty to the coordinator.

Volunteers should use appropriate communication skills when engaging with children and young people and:

- acknowledge the needs and concerns of the individual
- practice effective listening (For example, ask open questions; be alert to non-verbal communication; stay calm and relaxed)
- not use foul language
- be aware of the young person's physical space
- be aware of their own body language
- be judicious in making physical contact with young people and at all times seek the young person's permission to do so
- stay calm and relaxed
- be clear and consistent.

- use non-discriminatory respectful and non-judgmental language
- seek advice whenever appropriate
- not engage in messaging communication directly with children or young people unless approved by the parent
- refrain from taking photos and using on their social media unless permission from the child or young person's parents has been obtained
- do not conduct any activities or gatherings outside the class environment without prior permission

Appropriate Conduct Guidelines

If a volunteer's behaviour is deemed inappropriate, Chinmaya Mission will follow steps to ensure the children under their care are safe.

Volunteers

The following behavior is deemed inappropriate:

- joining WhatsApp groups with those under 18 years or being included in a WhatsApp conversation
- using a young person's photo on a personal social media account without parent's permission
- take photos without parent's permission
- become 'friends' with those under 18 in any social media channel or tag in personal social media posts
- use of offensive or inappropriate language
- consuming drugs or alcohol
- meeting or arranging to meet with the young person outside the class environment unless written permission is obtained from the parents
- unnecessary communication, by any means such as phone or email with young person without the knowledge of young person's parents.

The consequences of such behavior will be as follows:

- communication of incident to event/program coordinator and the Acharya
- discuss with volunteer and seek a resolution.

Class Attendees

The following behavior is deemed inappropriate:

- disrespectful or aggressive behavior to others in the class and to their teachers
- use of foul, offensive or inappropriate language
- consuming drugs or alcohol
- excessive display of personal affection deemed appropriate or behavior involving physical intimacy/contact during class
- not cooperating with volunteers in charge.

The consequences of such behavior will be as follows:

- a warning will be given in the first instance
- ongoing behaviour will result in a discussion with senior volunteer or Acharya
- if no effort is made to change or stop the behaviour, class attendees will be asked to take a break from the class.