



Code of conduct for volunteers of the Algemene Hulpdienst Buitenveldert.
Volunteer and client are equal partners. We expect mutual respect from them.

1. The volunteer must protect the client (to the best of his or her ability) against forms of unequal treatment and/or sexually inappropriate behavior. In case of suspicions of, in particular, sexually inappropriate behavior or actions that take place in a relationship of inequality, the volunteer is obliged to report this to the coordinator.
2. The volunteer signs a confidentiality statement. It is therefore not the intention to share your experiences with others unless it concerns a "not right" feeling. In that case, please report this to the coordinator. If desired, the coordinator can contact Veilig Thuis for independent assistance.
3. Contact can be terminated mutually, of course after consultation with the coordinators.
4. The AHB requires a statement regarding behavior. (VOG) The coordinator requests this and the volunteer must complete this further by email from Justis.
5. The AHB has taken out insurance for all volunteers for the duration of the work. You can submit questions about this to the coordinators.
6. We assume that the volunteer does not use alcohol or drugs during work. Smoking is only allowed if the client has no objection to this. It is also important to be alert to medications that can affect driving ability.
7. Make sure you look neat and behave with respect, integrity and honesty towards the client. You are the representative of the Algemene Hulpdienst Buitenveldert.
8. Make sure you can identify yourself if the client asks for it.
9. It is not permitted to accept money or goods from clients or their relations, except for flowers or a box of chocolate. If someone would like to give a greater token of appreciation, please inform him/her of the possibility of making a donation to the Algemene Hulpdienst Buitenveldert.
10. Do not perform banking transactions for clients. Also don't go to get money or withdraw money. Payment must be made in cash.
11. We assume that the contact should be fun or meaningful for both parties. If this is no longer the case, we would like to know. We can then take action.
12. For problems that you would rather not discuss with the coordinator, you can contact the confidential counselor for the AHB: Nelleke Hof n.hof@desocialemaatschap.nl Tel: 06-23436638

Employee and/or volunteer of Algemene Hulpdienst Buitenveldert complies with the code of conduct:

Signature of volunteer: d.d.

Signature on behalf of board: d.d.

APPENDIX:

Definitions

Undesirable behavior is defined as:

sexual harassment,
discrimination,
bullying,
physical violence and other forms of (verbal) aggression.

Sexual harassment is unwanted behavior of a sexual nature or other gender-based behavior that is detrimental to dignity. This includes physical, verbal or non-verbal behavior that is displeasing to the person concerned.

In short, it can be said that sexual harassment represents all kinds of sexually explicit attention that is unwanted, one-sided and imposed.

This may include:

- unnecessary or unwanted touching or behavior and/or touching that can reasonably be expected to be sexual or erotic in nature.
- constant comments about appearance;
- ambiguous comments or gestures;
- a certain way of looking;
- (attempted) sexual assault or rape.

Discrimination means:

any form of distinction, exclusion, restriction or preference on the grounds of gender, race, religion, belief, sexual orientation or origin, the purpose or effect of which is to undermine or nullify equal treatment.

Bullying is the systematic exercise of psychological, physical or sexual violence by one person or a group of people against usually one other person who is no longer able to defend themselves.

Examples of bullying are:

- Telephone terror;
- treat someone like air;
- mock someone;
- to gossip;
- ridicule someone in public;
- giving meaningless work tasks.

Violence and aggression

When we talk about violence and aggression, we refer to incidents in which a volunteer is psychologically and/or physically harassed, threatened or attacked, under circumstances directly related to the performance of the work.

Three forms of violence can be distinguished:

- verbal: swearing and insulting;
- psychological: harassing, pressuring, threatening with physical violence and irritating;
- physical (most drastic): kicking, hitting, biting and grabbing.

TIPS:

1. For forgetful clients it may be useful to call before coming. This can prevent disappointments.

With a view to the volunteer's privacy, we advise not to give the client a private telephone number and, if necessary, to disable caller ID when you call the client. First *31* for landline number or #31# for 06 number.

2. Respect each other's privacy, so that no inappropriate behavior can arise. This also includes sharing photos or videos unsolicited on social media. Do this only by mutual consent. Preferably not at all.

3. If necessary, volunteers who go outside with a client who use a walker or wheelchair will be given advance instructions.

4. Cancel in time if you cannot come.

5. Be attentive. If you know that the client has difficulty with this, for example, wash the used cups before you leave.