

CODE OF CONDUCT



This Code of Conduct is a statement of the values that we will uphold in all our dealings and that we will expect others to maintain when working with us.

At the Chilterns MS Centre, we believe that all individuals involved with the charity, or working on behalf of people affected by MS should respect one another and work constructively to achieve our common goal of being a beacon of excellence and a lifeline to everyone affected by MS.

We therefore expect Members, Carers, Trustees, Staff, Volunteers and Visitors and everyone connected with, or acting on behalf of, the Chilterns MS Centre to take personal responsibility for the following when visiting the Centre or representing the Charity:

- Upholding trust, honesty and transparency in all of our dealings
- Striving for excellence in everything we do and always giving of our best and acting professionally to ensure quality of service
- Ensuring that people are at the heart of everything we do, and being aware of the impact of our decisions on our people, and making sure that they come first
- Looking after each other and ourselves
- Being aware of and respectful of everyone's need for privacy and dignity
- Acting with compassion and integrity at all times
- Respecting and understanding the need for confidentiality
- Recognising that the Chilterns MS Centre is a democratic organisation and abiding by decisions made by its elected committees and working constructively with others to resolve any conflicts which may arise.
- Avoiding a culture of blame, but supporting constructively when this would make a positive difference
- Adhering to all professional standards and regulations that may apply to the Centre and its staff, volunteers and visitors
- Taking all reasonable steps to ensure your own health and safety, and that of others, and to protect the Centre's property
- Being a positive and informed ambassador for the Chilterns MS Centre, doing and saying nothing that might damage the charity or its reputation
- Being inclusive and never discriminating against anyone on the grounds of disability, religion, race, age or sexual orientation
- Adhering to the Centre's rules and conventions, especially with regard to appointments, meetings, cancellations and other activities at or organised by the Centre
- Accepting the need for reasonable training, guidance and support relating to our roles within the Centre
- Being committed and reliable in our roles within the Centre, and not using our position to pursue personal issues or policies which might conflict with those of the charity
- Showing respect at all times for people and property, and not engaging in any form of verbal or physical abuse, understanding that any form of harassment will not be tolerated