**Code of Conduct for Volunteer Guides**

Sense Adventures offers guided day activities and short breaks to blind and sighted people in a friendly and relaxed atmosphere.

Volunteer guides assist blind and sighted people as required and we are delighted that you have joined our friendly team.

Our volunteers make it all possible and your support makes a real difference to the lives of the blind and partially-sighted who would otherwise not have the opportunity to have a day out or a holiday

This Code of Conduct outlines the standards of behaviour expected of volunteers to help ensure that Sense Adventures is effective, open and accountable. The aim is to ensure that we work together to foster a happy and relaxed atmosphere.

General principles

Volunteers are required to:

* Act honestly, responsibly and with integrity.
* Treat others with fairness, equality, dignity and respect.
* Communicate respectfully and honestly at all times.
* Observe safety procedures, including any obligations concerning the safety, health and welfare of other people, both other volunteers and blind participants.
* Respect everyone’s right to personal privacy and ensure that any personal information is kept secure and not disclosed.
* Act in a way that is in line with the purpose and values of Sense Adventures and that enhances the work of the organisation.
* Challenge any unacceptable behaviour and report any breaches of this Code of Conduct or any concerns without delay to a leader or Director.

Specific principles for our day walks and holidays

Volunteers are required to:

Follow Sense Adventures policies and procedures as well as any instructions or directions reasonably given to them. Guides should not deviate from the itinerary as instructed unless consulting with leaders first. Leaders however may make decisions to change the plans if circumstances change.

Volunteers are not obligated to volunteer at specific times, but if you commit to doing something and are unable to, please ensure Sense Adventures is made aware as soon as possible bearing in mind that bookings are taken from the blind participants depending on the number of guides available so changes in your availability impact directly on these bookings.

Arrive in good time for activities and report to the leader immediately before engaging with guests to ensure that walks keep to time schedules.

Be prepared with fuel if transporting, mobile phones fully charged and switched on as train disruptions for the blind participants often cause last minute change of plans.

Listen carefully to the leader’s briefing, they will state who is the First Aider for the day.

If you think any alteration is needed to the itinerary, please always speak to the Leader first who has the full picture. The Leader’s decision is final.

You must not:

* Allow concerns or allegations to go unreported.
* Develop inappropriate relationships with visually impaired people attending Sense Adventures activities.
* Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of anyone.
* Act in a way that can be perceived as threatening or intrusive.
* Make inappropriate promises to vulnerable people, particularly in relation to confidentiality.

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