



Code of Conduct 2023

Code of Conduct

CONTENTS

1. Introduction	1
2. Scope	1
3. Code of Conduct	1
3.1. Professional Conduct	1
3.2. Client Safety and Welfare	1
3.3. Ethical Use of Communication	2
3.4. Inappropriate Materials	2
3.5. Dress Code	2
3.6. Giving and Receiving Gifts	2
3.7. Professional Relationships	3
3.8. Personal Competence and Boundaries	3
3.9. Clinical Supervision and Accountability	3
4. Records and Data Protection.....	4
4.1. Dignity at Work	4
4.2. Substance Misuse	4
5. Roles and Responsibilities	4
5.1. KORU Representatives	4
5.2. Management and Supervisors	5
6. Consequences of Non-Compliance	5
7. Disclaimer	5-6

1. Introduction

This Code of Conduct establishes the standards and expectations for all KORU Representatives, including therapists and mentors of The KORU Project CIC.

It outlines the principles and values that guide our business practice and defines the behaviour expected of each KORU Representative.

By adhering to this policy, we ensure a safe, respectful, and professional work environment that upholds the reputation and standing of our profession, and the ethos of our organisation.

2. Scope

This policy applies to all Representatives of The KORU Project CIC (referred to in this policy as KORU Representatives). This includes freelance therapists, mentors, employees, volunteers, trainees, and students. It also applies to all interactions and activities related to their work, both within and outside of the workplace.

3. Code of Conduct

3.1. Professional Conduct

KORU Representatives shall conduct themselves in a professional manner that upholds the reputation and standing of their profession. This includes complying with applicable laws, maintaining personal integrity, and demonstrating fairness, honesty, consistency, kindness, and truthfulness, combined with the appropriate use of discretion, in all interactions.

3.2. Client Safety and Welfare

KORU Representatives are responsible for taking reasonable steps to ensure the safety and welfare of the children and families they support. They must adhere to child protection reporting procedures where applicable and maintain appropriate communication with children, parents, carers, and other professionals involved in the care of the children and young people supported by the KORU Project CIC. All KORU Representatives must have a thorough understanding and adhere to the KORU Safeguarding and Child Protection Policy.

3.3. Ethical Use of Communication Professional Conduct

KORU Representatives should ensure that all communication with children, young people, parents, carers, and other professionals is appropriate, respectful, and conducted within the boundaries of professional conduct. This includes communication via electronic media, such as email, texts, and social media sites.

3.4. Inappropriate Materials

KORU Representatives must not knowingly access, download, or possess any inappropriate materials or images, in electronic or any other format, while engaged in therapeutic activities and employed by the KORU Project CIC.

3.5. Dress Code

KORU Representatives are expected to dress appropriately in casual clothes while still maintaining a semi-professional appearance.

No items of clothing with advertising or promotional logos for other services may be worn.

The KORU Project CIC encourages KORU Representatives to dress comfortably, but to avoid any tight fitting or revealing clothes such as low cut, crop or tank tops, and very short – shorts or skirts.

As advised in STAIR training, sheer or delicate fabrics should be avoided to prevent clothing being easily torn from body.

3.6. Giving and Receiving Gifts

KORU representatives should avoid giving or receiving gifts from the children and families they support. Exceptions will be made if the gift, either given or received, is a product of the therapy and/ or will aid the therapeutic process and closure for the child or young person. In this instance, KORU Representatives must document this in both their clinical notes and on the KORU safeguarding system – Record My, which will alert KORU DSL.

KORU Representatives must ensure that personal relationships with external contacts do not influence the decisions that they make on behalf of the KORU Project CIC.

Gifts that may be construed as bribes or would cause a conflict of interest or damage the reputation of the KORU Project CIC must be avoided at all times. The giving of gifts or entertainment to public officials in any country is generally discouraged and gifts are prohibited if they are intended to influence the decisions of a public official or could give that impression.

3.7. Professional Relationships

KORU Representatives should adopt a professional, approachable, and empathetic manner when facilitating intervention with young people and communicating with parents/ care givers and professionals.

If KORU Representatives have an existing personal relationship with the families accessing support from the KORU Project CIC, they should declare this and avoid supporting the family in a therapeutic capacity, this includes taking measures to remove themselves from KORU meetings and supervisions where the family is being discussed.

KORU Representatives must not enter into a romantic relationship with members of the families they are actively supporting. If such a relationship develops, the KORU Representative must immediately declare this with the KORU DSL so they can be removed from the direct therapeutic care of that family.

3.8. Personal Competence and Boundaries

KORU Representatives must acknowledge the boundaries of their own personal competence. If in doubt, they should seek advice from individuals with appropriate qualifications and experience. They should also actively engage in ongoing professional development to increase their knowledge and maintain awareness of developments in both clinical practice and sociological factors.

KORU Representatives maintain responsibility for deciding on the suitability of referrals for therapeutic interventions, whatever the source of referrals. KORU Representatives should recognise that the personal distress that may arise as part of an agreed treatment process is distinct from physical or mental distress occasioned by malpractice or inhumane or cruel behaviour.

3.9. Clinical Supervision and Accountability

KORU Representatives must participate in regular clinical supervision to ensure good practice as detailed in their employee contract. They are also responsible for monitoring and reviewing their work alone and with peers.

3.10. Records and Data Protection

All KORU Representatives must maintain records and communicate in accordance with the parameters of the General Data Protection Regulation (GDPR) to protect the privacy and confidentiality of client information, as per the KORU GDPR and Data Protection Policy.

3.11. Dignity at Work

KORU Representatives should promote a culture of dignity at work, treating each other with respect, kindness, and courtesy. Discrimination, harassment, or any form of offensive behaviour or bullying based on race, ethnicity, gender, sexual orientation, religion, age, disability, or any other protected characteristic will not be tolerated. Refer to the KORU Anti-bullying Policy for further guidance.

3.12. Substance Misuse

KORU Representatives must not work while under the influence of alcohol or any other substances that may impair their judgement and performance. The use, possession, or distribution of illegal drugs or substances in the workplace is strictly prohibited.

4. Roles and Responsibilities

4.1. KORU Representatives

KORU Representatives must:

- Adhere to the principles and values outlined in this Code of Conduct.
- Maintain professionalism and integrity in all interactions and activities related to their work.
- Attend and engage with clinical supervision as guided by their registered professional body to ensure accountability and continuous improvement.
- Attend and engage with clinical supervision and CPD provided by the KORU Project CIC.
- Seek guidance and ongoing professional development to enhance their knowledge and competence.
- Comply with applicable laws, regulations, and reporting procedures.
- Ensure the safety and welfare of their clients and maintain appropriate communication.
- Maintain a thorough and up-to-date knowledge of KORU policies and procedures.

- Respect the rights and dignity of children, young people, families, colleagues, and the community.
- Use communication channels appropriately and avoid inappropriate materials.
- Maintain records and handle client information in accordance with the KORU GDPR and Data Protection Policy.

4.2. Management and Supervisors

Managers and supervisors within the KORU Project CIC are expected to adhere to expectations detailed above and must,

- Promote and enforce the standards outlined in this Code of Conduct.
- Provide guidance and support to KORU Representatives in upholding professional conduct.
- Ensure that necessary resources, training, and supervision are provided to maintain professional standards.
- Address any reported violations promptly and take appropriate disciplinary actions when necessary.
- Foster a work environment that encourages professionalism, learning, kindness, and personal growth.

5. Consequences of Non-Compliance

Violations of this Code of Conduct may result in disciplinary action, up to and including termination of employment. Non-compliance may also lead to legal consequences or damage to the reputation of The KORU Project CIC.

6. Disclaimer

By signing below, I acknowledge that I have read, understood, and agree to comply with the Code of Conduct for KORU Representatives:



Code of Conduct 2023

KORU Representative Name

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KORU Representative Signature

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Date

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