



Code of Conduct for Volunteers

Last Reviewed: 2nd March 2024





1. Policy Statement of Intent

First off, we'd like to thank you for becoming a volunteer for RammyMen. Without the help of you, and others like you, our organisation would never have got off the ground, and your involvement is really appreciated.

As a volunteer for RammyMen you will be playing your part in representing the organisation to a wide range of people. We really want to portray a coherent and professional image to our members and to the wider community which is why we've written this guide that we hope you find useful.

In today's litigious society with its tendency for 'Trial by Social Media' and with a mainstream media constantly digging for scandal, we also want to provide a bit of guidance to help avoid issues.

We have a number of other documents, which you may need to read. For copies or a list of those documents, or if you have questions or suggested amendments to this Code of Conduct, please contact our Document Coordinator:

Rob Moss
62 Stubbins St
Ramsbottom
BLO ONL
rob@rmdirect.org
07944 038512

We hope you enjoy your time volunteering for RammyMen, and look forward to having you on board.

Notes:

In the following pages where it states 'contact RammyMen', please get in touch with the named contact above.



2. Safeguarding Principles

2.1 As a volunteer you will come into contact with a wide range of people, many of whom have mental and/or physical health issues. Please don't make assumptions based solely on someone's appearance as they could have many issues.

2.2 Should you encounter any kind of situation where you are unsure how best to act then, to cover yourself, please always seek assistance before acting.

2.3 Should you ever find yourself in a dangerous situation or confrontation, then act to get out of the situation as quickly and as safely as possible, before calling for assistance. Always make the directors of RammyMen aware of the situation as soon as possible after informing the relevant agencies - if in doubt, dial 999.

2.4 You may find that some members have a tendency to form unreasonable attachments to you. Although it may seem flattering, always try and keep your volunteering and personal life separate. It's good to 'go that extra mile', but if things get difficult then it's not acceptable for your personal life to be adversely affected.

2.5 Should you encounter a situation that you find harrowing or upsetting, please communicate the fact to RammyMen who can help keep an eye on the situation and can seek support for you.

2.6 Your own welfare is always your first concern.

2.7 A number of other RammyMen documents have been issued which address safeguarding in detail. Please request a copy and read these documents. If you're unsure of the documents to read then please contact the Document Coordinator.

2.8 If you encounter anyone you suspect may be a danger to themselves or to others then seek help immediately from the relevant authority (dial 999) and then inform RammyMen.



3. Appropriate Language and Behaviour

3.1 In today's Politically Correct world, a person's language and behaviour are continually under scrutiny, and when representing RammyMen, it's extremely important that you consider your use of language and behaviour very carefully. A single, well-publicised incident could destroy the reputation of you and of our organisation within the blink of an eye.

3.2 It is not your responsibility as a volunteer to police the language and behaviour of others, unless that language or behaviour is likely to cause harm to another member within the jurisdiction of a RammyMen activity, or to RammyMen itself.

3.3 As 'causing offence' is such a subjective issue, we do not believe that a member inadvertently or unintentionally causing offence is an issue that necessarily needs dealing with. It is your role as a volunteer to assess the situation and act as you feel appropriate or, if in doubt, seek further assistance from RammyMen. Often having a quiet word in private with the offending individual is more than enough.

3.3 If you consider the language or behaviour of a member to be excessively and intentionally offensive and/or aggressive then take action immediately. This action should include the following (as appropriate), in descending order of importance:

- ensuring that you are safe
- ensuring that others are safe
- contacting the relevant authorities/agencies if appropriate (if in doubt, dial 999)
- allowing the situation time to calm down
- collating witness information and reports
- contacting RammyMen to report the incident and discuss any further action

3.4 Unless something illegal has occurred, the less extreme the intervention, the better. If everyone is safe and the immediate situation is calm then please ask RammyMen for guidance on handling issues before acting.

3.5 Don't threaten the possibility of disciplinary action against an individual/individuals, or take any disciplinary action without first discussing the situation with RammyMen.

3.6 Please always consider an individual's person circumstances in determining appropriate language and behaviour. Don't make assumptions - for example a person may suffer from a



mental health problem which causes seemingly inappropriate behaviour, or belong to a generation where 'acceptable' language was different.

4. Online Specific Language and Behaviour

4.1 The use of language and behaviour in online communities is different from face-to-face communications for a number of reasons, including .

- the relative anonymity, which negates repercussions
- an individual's standard of written communication
- the tendency for online communications to explode and then diffuse very quickly
- the extreme public nature of the communications
- the tendency for the views of an individual member to be misrepresented as the views of an organisation
- the enormous damage that a single post can have on a person and organisation's reputation
- the inability to 'hide' or delete something that you have said... forever

4.2 For the above reasons, we suggest exercising extreme caution when communicating online. Although emails, facebook posts and Whatsapp messages seem chatty, jokey and informal, they endure forever, and could come back to haunt you many years into the future.

4.3 When communicating online, be extremely careful when making jokes. One person's sense of humour is another's offensive slur.

4.4 Avoid forwarding memes (joke videos/images etc) altogether.

4.5 Do not take steps to censor or excessively moderate online communities. Should any kind of moderation be required then please do it in as subtle a way as possible. There is no need to gratuitously and visibly enforce a policy decision about content when you could just quietly speak to the offender.

4.6 Please do however be aware that RammyMen will be judged on the content of our online communities, and that they should not be home to inappropriate language and abuse.



5. Moderating Online Discussions

5.1 The less moderation, the better. Don't be heavy handed - it's not your job to educate, discipline or wrap people in kid gloves.

5.2 We like to encourage everyone to have a voice, while avoiding bullying, abuse, unnecessarily inflammatory comments or intentionally personal insults. We do however consider argument and debate to be healthy, and we consider it acceptable to 'cause offence' provided that the intention of the offender was not simply to cause offence.

5.3 As a volunteer representing RammyMen, do not become drawn into a fractious debate. If discussions are becoming tense then remove yourself from the discussion immediately.

5.4 Forum (incl facebook, whatsapp etc) debate, discussion and argument should be permitted until it reaches the point where bullying, abuse, unnecessarily inflammatory comments or intentionally personal insults are happening. At that point the forum should be moderated as follows.

- immediately cease any involvement that you have in the discussion
- privately request the offending parties to cease posting immediately
- if they do not, then privately demand that they cease
- take a snapshot/print of the full discussion and report the incident to RammyMen
- let tempers calm for an appropriate amount of time, privately asking anyone who adds further posts to cease posting for a while
- if instructed by RammyMen then delete the offending posts, but don't do this without guidance

5.5 We'd like to encourage our online discussions to be positive, supportive and inclusive. As a volunteer we'd like you to subtly encourage this kind of discussions without it appearing that you are running a personal Question and Answer session. Perhaps encourage a new member to introduce themselves, and then let the group get stuck in. Little subtle nudges now and again are the best way to moderate a group. A friendly, chatty group will otherwise moderate itself by showing people what kind of behaviour is already going on. Don't be bossy.



6. Professionalism

6.1 You are now a representative of RammyMen so please behave with professionalism and integrity, and help us deliver a high quality service to our members and community.

6.2 Everyone is welcome at RammyMen. This means everyone, irrespective of gender or age. Our mission is to provide activities with a focus on issues affecting men. This doesn't mean that our activities are only for men.

6.3 There are no losers at RammyMen. Everyone is welcome and everyone is involved. Even if a person can't kick a ball, we will do everything we can to find a way to help them to kick a ball.

6.4 Behind the scenes we have a strong support network. You don't need to try to sort issues that are beyond your experience. Contact RammyMen and let us deal with them.

6.5 One of our big strengths is that we are just a bunch of people helping out a bunch of people. We aren't the local council, or the NHS, or the DSS or any of those kinds of agency that wear lanyards and name badges. However, we should always behave professionally and provide a professional service.

6.6 If you need something in order to do your volunteer role more effectively then get in touch and we will somehow find the means to provide it.

6.7 Always try and call on the skills of other members to achieve things. Don't try to achieve everything yourself - delegate to others. If you need a person with a specific skill then get in touch and we will find them.

6.8 If you need flyers, leaflets, badges, caps, shirts, hoodies, a gazebo, banners, a p.a. system or anything like that then get in touch. If we don't already have them then we will get them for you, and we will make them look really good.

6.9 We have an angry ram icon and a whole load of fonts that we use for RammyMen branding. Always get in touch if you want something and we can ensure it consistently fits with our other stuff.



6.10 Please always contact RammyMen before meeting or discussing anything with 'the media' so that we can ensure our message is consistent.

6.11 Have fun! While we aim to portray a professional image for the organisation, we also want to have a laugh.

7. Confidential Information

7.1 Please be aware that people will be confiding in you their personal information. This information should always be treated as confidential, never to be shared with anyone unless the person have given you their explicit permission.

7.2 Should you ever need to communicate a person's information of a personal nature to RammyMen or to another agency then you must ask that person's permission to do so. If they will not give permission and you are uncomfortable keeping that information confidential then please contact RammyMen to discuss possible further steps.

7.3 Phone numbers, emails, addresses, names etc have not been provided to RammyMen for use beyond the scope of our activities. Please do not pass these details on to anyone, even other members, without first contacting RammyMen to see if that use of people's information is covered by our Data Handling Policy.

8. First Aid

8.1 If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives.

- Clear the space around the ill or injured individual and keep others away
- Help make the individual comfortable
- If possible, place them in the recovery position and call
- 999 as soon as possible
- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound



9. Whistleblowing

9.1 If you suspect anyone of inappropriate behaviour or any kind then please contact RammyMen immediately. Your report will be handled completely confidentially.

9.2 If someone should report inappropriate behaviour to you then ask whether they would be willing to discuss the situation with someone from RammyMen. Please then contact RammyMen.

10. Illegal/Criminal Activity

10.1 Please report any suspicion of criminal activity to RammyMen as soon as possible. Do not act to 'catch' someone or otherwise endanger yourself.

11. Drugs, Alcohol, Substance Abuse and Gambling

11.1 Please be aware that a number of our members struggle with drugs, alcohol, substance abuse and gambling problems, and take this into account when organising activities and venues for events.

11.2 If a RammyMen event takes place where you are a volunteer and alcohol is served then please drink extremely responsibly, or preferably not at all. Please also encourage our members to drink responsibly.

11.3 Being drunk or under the influence of drugs or other substances while representing RammyMen as a volunteer is not acceptable.

11.4 If you suspect someone of selling or distributing drugs or other substances at RammyMen events then please report the situation to RammyMen immediately.

11.5 If you suspect someone has a problem with drugs, alcohol, substance abuse or gambling then please inform RammyMen to discuss the best way to proceed.



12. Organisation Details

12.1 RammyMen is a not for profit Community Interest Company run entirely by volunteers.

12.2 If anyone should like to get in touch, or to make a donation then please direct them to the organisation website rammymen.org

13. Health and Safety

13.1 The correct number of trained first-aiders should be present at every activity, with the correct equipment. Please contact RammyMen to ascertain that number and request assistance as necessary.

13.2 If you would like to undergo first aid training, or have any volunteers interested in attending a training course then please contact RammyMen.

13.3 If you suspect that your volunteering role might need a DBS (Disclosure and Barring Service) check due to working unsupervised with vulnerable people then please get in touch with RammyMen.

13.4 Certain activities require a risk assessment. If you're uncertain as to whether this affects you then please contact RammyMen for more information.

14. Assets and Insurance

13.1 RammyMen is fully insured, as are all our volunteers and listed activities.

13.2 Certain activities require their own specific insurance due to their dangerous nature (eg mountainbiking). Please check with RammyMen that your activity is insured before undertaking it so that the relevant disclaimers may be provided if required.

13.3 If any equipment is damaged, or a situation arises that you suspect might require an insurance claim then please contact RammyMen to provide details.

13.4 In our increasingly litigious society it's becoming more common for people to sue for the slightest thing. If you suspect someone may be considering suing the organisation or a situation has arisen that may open the organisation to litigation then please report the situation in as much detail as you can to RammyMen as soon as possible.