

Look Good Feel Better Volunteer Code of Behavior Agreement

This Agreement does not create an employer-employee contract and is issued with the express intention of providing clear guidance on our expectations of Look Good Feel Better volunteers.

Our primary reason for issuing guidance is to ensure our beneficiaries, people living with cancer, are provided with exceptional support in a safe and caring way.

Our expectations of you are that you take the time to carefully familiarise yourself with what is expected, and to follow it at all times. If you are unclear or unsure about any of the contents, please speak to someone in our Programme Services Department who are based at our Look Good Feel Better Head Office in Epsom.

Whilst representing Look Good Feel Better, we expect you to::

- ✓ Always follow our three guiding principles:
 - **Our services are free of charge** – there is no charge to beneficiaries to attend the Look Good Feel Better workshops or classes. However, as a charity we do appreciate Beneficiaries making a donation if they so wish
 - **We are non-medical** – never give advice on alternative therapies, supplements or make comments or suggestions relating to their treatment plan or additional treatments
 - **We are brand and service neutral** – We are supported by many member companies, all of which provide an array of donations and support to Look Good Feel Better. As such no specific organisations or products are to be endorsed, promoted, or sold at any point throughout the sessions
- ✓ Treat all people involved with Look Good Feel Better with respect and dignity, ensuring that people living with cancer are at the center of what we do
- ✓ Act in the best interests of people living with cancer in line with any recommendations and guidance set by the charity's and/or venues safeguarding policy
- ✓ Report any concerns relating to the safety and wellbeing of people living with cancer to Look Good Feel Better
- ✓ Report any concerns, allegations, or suspicions of abuse to Look Good Feel Better Head Office
- ✓ Not act or behave in a way that puts people living with cancer or volunteers into unsafe situations
- ✓ Never trivialise abuse or let it go unreported
- ✓ Maintain professional boundaries when working with people living with cancer at all times, even in difficult circumstances



- ✓ Create safe environments where people living with cancer feel supported to raise any concerns they may have
- ✓ Be approachable, passionate and appreciate and understand our cause
- ✓ Lead by example, inspire and empower others
- ✓ Be kind and courteous
- ✓ Ensure that everyone participating in the Look Good Feel Better workshops or classes (volunteers and beneficiaries) feel included and welcome
- ✓ Be open and transparent in all forms of communication with people living with cancer
- ✓ Not act in any way which could lead to the harm, exploitation or abuse of a person living with cancer
- ✓ Not overstep the safe boundaries of your role by engaging in inappropriate friendships or sexual relationships with our beneficiaries, or members of their family
- ✓ Never contact people living with cancer that you have met through the charity from your personal social media accounts
- ✓ Not give your personal contact details to people living with cancer that you have met through the charity
- ✓ Not offer discounted services to people living with cancer that you have met through the charity
- ✓ Not allow or encourage activities that lead to bullying behavior
- ✓ Not take part in inappropriate physical, verbal, sexual behavior with or in the presence of a people living with cancer
- ✓ Never conduct volunteering activities whilst under the influence of alcohol or non-medicinal drugs
- ✓ Not rely on the reputation of the charity, or your position, to protect you from any complaints or allegations
- ✓ Not agree or organise any additional Look Good Feel Better workshop, classes or awareness activities with our partners or supporters without prior written agreement from Look Good Feel Better Head Office
- ✓ Respect differing opinions from other supporters of Look Good Feel Better
- ✓ Refrain from contradicting other supporters of Look Good Feel Better

Failure to uphold this Agreement may result in the volunteer agreement being cancelled.

If you witness anyone breaching any points of this document, please contact Head of Programme Services, Dulcie Rowe by emailing Programme@lgfb.co.uk or phoning 01372 747 500, as we may undertake an investigation of the alleged problem.