

## **CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE**

CTC is committed to the safety and wellbeing of all children and young people, especially those who use our services. We will treat all children and young people with respect and understanding at all times and listen to their concerns. To ensure children and young people are kept safe from harm, the following Code of Conduct For Interacting With Children and Young People applies to all staff, volunteers and visitors who enter our service environment.

### **The standards of appropriate behaviour**

| <b>Behaviour</b> | <b>Appropriate</b>   | <b>Inappropriate</b>   |
|------------------|--|--|
| Language         | <ul style="list-style-type: none"> <li>• Using encouraging/positive words and a pleasant tone of voice</li> <li>• Open and honest communication</li> </ul>   | <ul style="list-style-type: none"> <li>• Insults, criticisms or name calling</li> <li>• Bullying, swearing or yelling</li> <li>• Sexually suggestive comments/jokes</li> </ul>   |
| Relationships    | <ul style="list-style-type: none"> <li>• Being a positive role model</li> <li>• Building relationships based on trusts</li> <li>• Empowering children to share in decision making</li> <li>• Maintaining personal and professional boundaries</li> </ul> | <ul style="list-style-type: none"> <li>• Favouritism of giving gifts</li> <li>• Spending excessive amounts of time alone with children</li> <li>• Contact outside of working hours (either physically or via email/phone/Facebook etc)</li> <li>• Bullying, harassment</li> <li>• “Grooming” children or young people</li> </ul> |
| Physical Contact | <ul style="list-style-type: none"> <li>• Allowing for personal space</li> <li>• Touching due to medical emergency or protecting from physical harm</li> <li>• Non-threatening</li> </ul>   | <ul style="list-style-type: none"> <li>• Violent or aggressive behaviour including hitting, kicking, slapping or pushing</li> <li>• Kissing or touching of an intimate nature consistent with “grooming”</li> </ul>  |
| Other            | <ul style="list-style-type: none"> <li>• Appropriate attire/clothing for the role</li> <li>• Use of internet/mobile phone for work related purposes only</li> </ul>  | <ul style="list-style-type: none"> <li>• Using alcohol or other substances before or during work</li> <li>• Inappropriate clothing</li> <li>• Sending inappropriate emails</li> <li>• Smoking in the presence of children and/or young people</li> </ul>   |