



CODE OF CONDUCT FOR VOLUNTEERS

This Code is for our non-instructor volunteers.

It is based on the CIMSPA Code of Conduct for Fitness Professionals.

Be safe



I am a person who adopts a person-centred approach by providing safe, tailored experiences to individuals and putting their health, welfare and safety as a priority, in all undertakings relating to my professional recognition. I am compliant with all relevant laws, regulation and policy.

To be Safe I must

- 1.1 Promote and undertake practices that reduce the potential for harm to occur, including discrimination, abuse or physical harm/injury.
- 1.2 Operate with a duty of care towards all Stakeholders, in all undertakings relating to my professional recognition.
- 1.3 Recognise and operate within the limits of my scope of professional competency when engaging with Stakeholders.
- 1.4 Not condone, advocate or encourage the use of illegal or harmful substances, products or practices that may be hazardous to health, wellbeing and/or safety.
- 1.5 Manage the risk, health, safety and welfare requirements in all undertakings of my role.
- 1.6 Promote and undertake practices that comply with all relevant law, regulation and policy.
- 1.7 Promote and undertake practices that are based on current and up-to-date knowledge, research and guidance.
- 1.8 Create a person-centred environment in which clients can successfully communicate information relating to their health, wellbeing and personal needs.
- 1.9 Respect, operate and provide person-centred adaptations in accordance with clients' personal needs.

NB Where clients are mentioned, this should be taken to include colleagues where necessary / appropriate

Be an advocate



I accept, embrace and promote equality, diversity and inclusion through a culture founded on social inclusion and the opportunity to access physical activity for all I sustain and increase public confidence, recognition and respect of the Sector, by demonstrating appropriate qualities and skills relevant to my role.

To be an advocate I must

- 2.1 Act as an ambassador for the benefits of physical activity by advocating, encouraging and promoting the adoption of a healthy, active, lifestyle.
- 2.2 Adhere to the duty to report principle so that any knowledge, suspicion or act of discrimination, abuse, physical harm, injury, or non-adherence to the Code is reported to Vista Wellbeing in addition to the appropriate authorities e.g., Police, local authority.
- 2.3 Display professionalism at all times by operating with honesty, integrity and strong moral values when engaging with Stakeholders in a professional capacity.
- 2.4 Be well informed on and consider the moral and ethical implications when promoting other products, services or people to clients.
- 2.5 Foster an environment that promotes meaningful engagement where clients receive respect, value and the opportunity to benefit from the activity or services provided.
- 2.6 Ensure that diversity is respected and that I create equality of opportunity in all undertakings of my role.

Be responsible



I accept that I will be open and honest in all communications relating to my professional practice. I will inspire confidence and trust through transparent practices which allow Individuals to be fully informed of matters relating to their engagement with me.

To be responsible I must

- 3.1 Hold, or operate under appropriate insurance cover and licenses, relevant to my role.
- 3.2 Accept responsibility and accountability for my own professional decisions, actions, conduct and behaviour, in accordance with my role.
- 3.3 Be open and truthful in my dealings; avoid being improperly beholden to clients and undertake my professional practice with integrity.
- 3.4 Ensure clarity, honesty, accuracy and accessibility in all communications, marketing, promotional resources, practices and behaviours through all mediums of communication.
- 3.5 Inform and offer transparency to all clients re any financial costs related to the activity/future activities that they will incur.
- 3.6 Develop and maintain appropriate working relationships with clients and others founded on mutual trust and respect.
- 3.7 Be ethical in all interactions with clients by maintaining an appropriate balance of power, responsibility and/or influence.

TO SUPPORT VISTA WELLBEING'S VALUES ...

I will be committed to fostering an inclusive environment where diversity is valued and embraced. I will support differences in background, identity, and perspective, knowing that these enrich our community. I will strive to create a space where everyone feels valued and empowered to contribute and succeed.