## **Digital Code of Conduct for Staff or Volunteers Working with Older Vulnerable People in Digital Work**

(Please adapt as needed )

At our organisation, we are committed to providing a safe, respectful, and supportive environment for all individuals, especially older vulnerable people aged 65 and above. We expect you to adhere to the following digital code of conduct:

**Respect and Dignity**: Treat all older individuals with respect, dignity, and empathy. Acknowledge their life experiences and value their perspectives.

**Empowerment**: Empower older individuals by promoting their autonomy and decision-making abilities. Offer assistance and guidance without being patronising or disempowering.

**Confidentiality**: Respect the privacy of older individuals by maintaining confidentiality regarding personal information shared during interactions. Do not disclose sensitive information to others without explicit consent.

**Patience and Understanding:** Exercise patience and understanding when working with older individuals, recognizing that they may require additional time and support to learn new skills or communicate their needs.

**Clear Communication**: Communicate clearly and effectively, using simple language and providing step-by-step instructions to ensure understanding. Listen actively and attentively to older individuals' concerns and preferences.

**Professional Boundaries**: Maintain professional boundaries at all times, refraining from engaging in personal relationships or activities that may compromise the trust and integrity of the volunteer role.

**Safety and Well-being:** Prioritise the safety and well-being of older individuals by identifying and addressing any potential risks or hazards in their environment. Report any concerns or incidents promptly to appropriate authorities or supervisors.

**Cultural Sensitivity**: Be culturally sensitive and respectful of diversity among older individuals, including differences in language, customs, beliefs, and values. Avoid making assumptions based on stereotypes or prejudices.

**Continuous Learning**: Continuously seek opportunities for self-improvement and learning to better support older individuals' needs and enhance the quality of service provided. Stay informed about best practices and keep updated with phone technology



**Reporting and Accountability:** Take responsibility for your actions and behaviours . Report any violations of this code of conduct or instances of misconduct observed within the organisation promptly to the appropriate authorities for investigation and resolution.

**Avoid Personal Bias and Imposition of Beliefs**: Refrain from imposing personal digital biases, preferences, or beliefs onto older individuals during teaching or guidance sessions. Recognize and respect their right to make their own choices and decisions, even if they differ from your own. Provide information and support in an impartial manner, allowing individuals to explore options and make informed decisions based on their own preferences and needs.

**Handling Phone Damage, Loss, or Data loss**

In the event of a damaged or broken phone, remain calm and assess the situation. Provide immediate assistance to the older individual to ensure their safety and well-being.

If feasible, attempt to troubleshoot the issue or provide guidance on contacting the phone manufacturer or service provider for repairs or replacements.

If data loss occurs due to technical issues or accidents, reassure the individual and offer assistance in restoring or recovering any lost data, if possible.

Document the incident and any actions taken for record-keeping purposes and future reference. Seek guidance from organisational policies and procedures for handling such situations effectively and ethically.

**Important:**

Do not delete photos or data from a persons phone unless you are 100% sure this information has been backed up or is no longer needed

By adhering to this code of conduct, volunteers contribute to creating a positive and inclusive environment where older vulnerable people feel valued, respected, and supported in achieving their goals and maintaining their independence. Thank you for your commitment to upholding these principles in your volunteer role.

Signed

Dated