



**Coy Consultancy Services Ltd**

**Coy  
Consultancy  
Services  
Limited  
Code of  
Conduct**

To ensure the safety and wellbeing of all those involved in the activities of the Coy Consultancy Services Limited and the North East Sling Library (here on in called the Sling Library), the highest standards of behaviour and professionalism are demanded from its representatives.

Remember, you are in a position of trust and responsibility. Following the guidelines below will reduce the likelihood of misinterpretations of your actions.

Representatives of the Sling Library will:

### **Planning**

- Make plans with the best interests of the participants at the core and take into account participants' particular requirements e.g. religious, cultural or ethnic considerations or special needs
- Ensure that activity, including any equipment used, poses no danger to participants and is not likely to cause an accident

### **Behaviour and Professionalism**

- Ensure that their behaviour and language is appropriate for the participants, taking in to account age, gender, cultural background etc.
- Be friendly and approachable but keep professional boundaries
- Not be under the influence of alcohol or any illegal substance
- Avoid physical contact with participants. Due to nature of fitting carriers, there may be occasions where contact is necessary in order to aide a client in using their carrier. If contact is necessary, explain to the participant what the contact is for and change the approach if s/he is uncomfortable.

### **Respect and Attitudes**

- Treat all participants fairly and with dignity and respect
- Work in an open and accountable manner
- Take seriously any suspicion or allegation of abuse or dangerous practice or any disclosure of concern made
- Understand their role in all relevant policies and procedures
- Discourage the use of negative terminology both in person and online

Signed: Rachel Coy – Director of Coy

Consultancy Services Limited

Date: 27<sup>th</sup> February 2021

To be reviewed in 12 months.