

Sussex MS Centre: Code of Conduct for Members, Staff, Volunteers and Visitors



For our Centre to be a safe and inclusive environment for all members, volunteers, staff and visitors, we ask all users to be:

APPROPRIATE

Think: Safe • Honest • Responsible

- Refrain from using aggressive, abusive or inappropriate language
- Avoid bringing the Centre into disrepute through what you do, say or write
- Use spaces and equipment properly
- Respect confidentiality, including other people's data
- Report hazards and accidents immediately and avoid dangerous behaviour
- Always follow recommendations or guidance from your own medical team
- If unable to attend, give as much notice as possible

CONSIDERATE

Think: Aware • Thoughtful • Community-minded

- The Centre is a healing place, so be mindful of noise levels
- Keep conversations to a reasonable volume
- Use mobile phones quietly and not on speaker (go outside if you need to)
- Use headphones, not speakers, for personal devices (tablets, laptops etc.)
- Tidy up after yourself

RESPECTFUL

Think: Kind • Polite • Professional

- Treat everyone with dignity and respect
- Avoid behaviour that could be considered bullying or harassment
- Communicate calmly and constructively

INCLUSIVE

Think: Welcoming • Fair • Open

- Avoid discrimination based on race, gender, sexuality, disability, religion, or any personal characteristic
- Support equal opportunities
- Help create a space where everyone feels safe and comfortable

IF ANYTHING MAKES YOU UNCOMFORTABLE

- Speak with a member of staff
- Fill in a comments leaflet (at reception) or post a note into the Trustee mailbox (white box on wall in café)
- Contact Centre Manager directly on ej.stuttard@mssussex.com

The full policy can be found at <https://mssussex.com/membership/#resources>