

Sussex MS Centre: Expectations for Members, Staff, Practitioners and Volunteers



1. Context

This document outlines the Centre's minimum expectations of what standards of conduct shall be observed by its users (members, staff, practitioners and volunteers). It may be supplemented or clarified by staff and/or Trustees where necessary.

Sussex MS Centre is committed at all times to creating a welcoming and respectful environment for everyone. This policy exists to ensure that all its users contribute positively to its aims, values and reputation, and that the Centre remains safe and welcoming.

The policy details the standards expected from users within and around the Centre and when representing the Centre offsite. While not a legal document, the policy is a condition of employment and membership. It is also intended as a best-practice framework to ensure that the Centre reflects wider societal norms, that breaches are addressed promptly and that action is taken where appropriate.

2. Statement

All Centre users shall consider their behaviour, ensuring that they show honesty, integrity, impartiality and objectivity at all times. All users shall treat others and be treated by others with respect and dignity, and they must not discriminate (unlawfully or otherwise) against any person. The policy is not a list of prohibitions, but it should benefit all and clarify conduct that is permissible and appropriate.

3. Expectations

All Centre users shall adhere to its values, observing its standards of conduct and behaviour at all times while within, using or representing the Centre. All users shall acknowledge the policy and confirm by signature their acceptance of the terms when applying for membership or Centre provisions.

The information below gives greater detail:

- **Commitment to the Centre's Values.** All users agree to support and uphold the Centre's aims, values and objectives, promote the Centre positively and act in a way that protects and enhances the Centre's reputation within the community.
- **Respect and Inclusion.** All users, both within and representing the Centre, shall treat everyone with dignity and respect, acknowledge diversity, and avoid behaviour that could be considered bullying, harassment or intimidation.

- **Conduct and Behaviour.** All users shall act responsibly and courteously when using the Centre or Centre's provisions, refrain from aggressive, abusive or inappropriate language or behaviour, avoid bringing the Centre into disrepute through actions or statements, and follow reasonable instructions from the team, Trustees or practitioners.
- **Confidentiality and Data Protection.** All users shall respect the privacy and confidentiality of other members and service users, not share personal information or details of any sessions without consent, and follow the Centre's data protection policies at all times.
- **Health, Safety and Wellbeing.** All users shall follow all health and safety guidance provided by the Centre, report any concerns, accidents, or hazards immediately to a member of staff or Trustee, and avoid behaviour that could endanger themselves or others.
- **Facilities and Equipment.** All users shall use the Centre's equipment and facilities responsibly and for their intended purpose only. They shall respect the property of others and (where possible) leave all areas clean, tidy, and safe after use.
- **Attendance and Cancellations.** All users shall attend sessions punctually and provide advance notice if unable to attend, observe cancellation or payment policies, and recognise that late cancellations may prevent others from accessing the service.
- **Communication.** All users shall communicate openly and respectfully with Centre representatives, raise issues, concerns, or suggestions through the Centre team, and avoid spreading gossip or misinformation.
- **Noise.** All users shall show consideration and respect in relation to noise. While some degree of noise is unavoidable, users shall undertake at all times to keep conversations to a reasonable volume, to use mobile phones quietly and not on speaker (going outside the building if speaker use is unavoidable), and to use headphones, not speakers, while using personal devices including tablets and laptops.

4. Breaches of Centre expectations

Failure to adhere to this policy may result in action including, but not confined, to formal warnings, suspension from the Centre, and withdrawal of membership.

Members of the Centre team shall be professional and dignified and shall work with integrity at all times. By remaining impartial, they shall ensure that the policy is observed, and that action is taken where appropriate. They are aware of the expectations and responsibility placed on them and have full backing of the Trustees to challenge any breaches of conduct in order to create a positive and welcoming environment.

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

All users will receive a summary, which they shall acknowledge when applying for or renewing membership. Posters are displayed around the Centre and reminders of guidelines will be published in newsletters. For further information and/or guidance on the above please email s.gritt@mssussex.com.