



Code of Conduct for carers' events, training days & outings

Carers come to events to have a break, learn something or enjoy an outing away from their caring responsibilities. If a carer is having a difficult time, you may need to make allowances for them or even take what they say with a pinch of salt, as we can all say things we don't mean when under stress. *However, Camden Carers Service reserve the right to ask a carer to leave if their behaviour is disrupting the enjoyment and participation of the rest of the group.* Please contact Camden Carers Service if you have any concerns or complaints about any aspect of the service.

CONFIDENTIALITY – Nothing about another carer, the facilitators or others to be written down or spoken about outside the group; nor in other groups where carers meet.

NOTE ALSO: *Be mindful of taking photographs of fellow carers and respect their wishes if they choose not to be photographed. Please don't post photos of other carers on Social Media (e.g. Facebook) without their permission.*

RESPECT FOR ALL – No offensive language or personal comments about appearance or behaviour; give everyone enough space to make contributions; respect others' values and beliefs.

TIME KEEPING - Keep to time – arrive and come back from breaks on time. We understand that sometimes carers will arrive late for events; however we cannot guarantee that there will be the opportunity to catch up on information/training that has been missed.

MOBILE PHONES - Switch mobile phones off or to silent – if you need to answer an urgent call, please do so quietly and take it out of the room.

YOUR NEEDS - Take care of your personal and learning needs. If you need support during or after a class or event – ask the facilitator(s) during a break.

AND FINALLY - Try not to become the counsellor or adviser for your fellow carers during a course or event – allow the facilitators to do their job if someone needs help and/or make a referral for support.