

Code of Conduct



Phunzira is a community-based organisation dedicated to providing educational and health assistance and resources to the impoverished communities of Nkhata-Bay North. Participation in the organisation's programs is subject to the observance of the organisation's rules and procedures. The activities outlined below are strictly prohibited. Any participant, volunteer or staff member who violates this Code is subject to discipline, up to and including removal from the program.

- Abusive language towards a staff member, volunteer or another participant.
- Possession or use of alcoholic beverages or illegal drugs on Phunzira or Nyumba ya Masambiro's (NYM) property, or reporting to the program while under the influence of drugs or alcohol.
- Bringing onto Phunzira or NYM's property dangerous or unauthorized materials such as weapons or other similar items.
- Discourtesy or rudeness to a fellow participant, staff member or volunteer.
- Verbal, physical or visual harassment of another participant, staff member or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health or well being of others.
- Failure to follow NYM's policies or procedures.
- Bullying or taking unfair advantage of any participant.
- Failing to cooperate with a supervisor/leader/mentor.

All staff members, volunteers and participants should also take the following into account:

- You should act honestly and with integrity and do nothing that might bring Phunzira into disrepute.
- You should respect Phunzira and NYM's property and belongings.
- You should safeguard the privacy of those that use the centre. You should not disclose any information about them to anyone other than those involved in their care without the agreement of either the individual involved or someone who is authorised to act on their behalf. The only exception to this would be if you needed to give information in order to comply with the law or if you believed that disclosing the information was essential to the individual's well being. Confidentiality must be maintained in all other circumstances.
- You should respect the dignity and value of each person whom you help. Never forget that they have the right to make their own choices in so far as their mental state allows.
- You should never discriminate against any person on grounds of sex, race, religion, sexual orientation etc. or on the grounds of social standing. You should respect the values and spiritual beliefs of all people.
- If working on a one-to-one basis, you should form a close relationship with your client but always take a professional approach to your work.
- If you receive a complaint or have any problem relating to your work, you should refer the matter to management/volunteer co-ordinator.

- You should never undertake nursing tasks of any description e.g. the administration of injections, sterile dressings or even the giving of medication etc. unless fully qualified and registered with either the Nurses and Midwives Council of Malawi or the Malawi Medical Council and you are here on a medical volunteer placement. Student nurses on elective placement must not undertake any tasks without full supervision.
- You should never, under any circumstances, accept any gifts from those you help, unless you have the prior consent of management (or the volunteer co-ordinator) to do so.
- You should not distribute gifts to community members without the prior consent of management (or the volunteer co-ordinator).
- You should not enter into any sexual/romantic relationship without speaking to the volunteer co-ordinator.
- If you are teaching in any capacity at the centre, you should not embark in a relationship of any nature with a student, regardless of their age.

For international volunteers only:

- Female volunteers should respect the culture and community of Nkhata-Bay North by dressing appropriately during work hours (i.e. knees covered).
- Phunzira has a basic medical kit - all medicines can be used freely.
- Phunzira has emergency money reserved for circumstances that require urgent medical attention for volunteers. If you use money from this reserve then you should replace it within 3 months of terminating your voluntary work with Phunzira.

I have read and I understand Phunzira's Code of Conduct and Phunzira's Medical Pack. I agree to abide by the rules described in the two documents above and understand that I may be removed as a participant if I violate any of these rules. I understand that my health is my own responsibility and that neither Phunzira, nor any of its associated organisations or employees are responsible for my healthcare before, during or after the trip.

Signature _____

Name _____

Date _____

Witness _____

Name _____

Date _____

