



OBS Volunteer Code Of Conduct

Thank you for volunteering with Oxfordshire Breastfeeding Support. We are committed to making your volunteer experience as enjoyable, purposeful and rewarding as possible. We have drawn up this Code of Conduct to set out our expectations of good volunteer practice. We recognise that some of these standards may be challenging to uphold. We will do our best as an organisation to help you on this journey.

1. Be responsible

- Be kind, friendly and warm
- Act as an OBS role model by breastfeeding your child as desired during sessions
- Provide information and support within the scope of your training and practice as a Peer Supporter, even if you work elsewhere with families professionally.
- Don't diagnose healthcare conditions
- Don't give medical advice or recommend medical treatments
- Act immediately to put things right if you have accidentally given a service user the wrong information.
- Take precautions to avoid any public health risk
- Look after any property belonging to OBS
- Disclose any potential conflict of interests to your staff contact
- Do not volunteer if you are under the influence of drugs or alcohol
- Don't champion any particular products, goods or services
- Don't bring in refreshment products made by companies who violate the WHO Code of Marketing Breastmilk Substitutes to sessions.
- Inform OBS if you are arrested or are the subject of a police investigation

2. Show respect

- Identify yourself to service users in your volunteer role
- Keep service users stories confidential to OBS (with the exception of Safeguarding concerns - see section below)
- Do not photograph, record or video a service user (or child) unless written consent has been given
- Respect diversity and beliefs of others that differ from yours

- Tackle barriers to inclusion
- Call out discrimination
- Act with cultural competence
- Communicate clearly

3. Practice self-awareness

- Work towards being aware of your limitations and vulnerabilities, as well as your strengths
- Learn from your mistakes
- Share any feedback you receive from service users (positive and negative) with your staff contact
- Take opportunities to improve your understanding of providing breastfeeding support (if this is part of your volunteer role)
- Attend OBS volunteer supervision and meetings
- Check your personal and institutional privilege and power based on advantages you have such as class, race, ability and other factors.

4. Maintain boundaries

- Make sure you are never alone with a baby or child (other than your own child or another volunteer's child, by agreement with the other volunteer) during an in-person session
- Do not pick up a baby or child or ask to do this, unless specifically directed to by the caregiver
- Do not physically assist a child latch, unless directed to by an OBS Facilitator and with the parent's permission
- Do not lend money or offer babysitting
- Don't get involved with informal milk-sharing arrangements or the selling or passing of breast pumps etc (other than OBS's pump loan scheme).
- Make sure you are never alone with a young person or vulnerable adult
- Don't accept gifts, personal favours or hospitality from service users who you have met as a result of your volunteering
- Be aware that anything you share on personal social media channels that is seen by service users, could negatively compromise OBS's reputation.
- Do not liaise with the media as an OBS volunteer, without prior consultation with your staff contact.

5. Be Safeguarding savvy

- Report any Safeguarding concerns straightaway to the Facilitator leading the session or to one of our Safeguarding Leads
- Make sure you read and follow OBS's [Safeguarding Policy](#)
- Refresh your memory by reading our Safeguarding Induction slides
- Complete Oxfordshire Safeguarding Children Board (OSCB) training every 3 years

**Oxfordshire Breastfeeding Support
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