

Carers Code of Conduct for events and activities

We want everyone at our events and activities to feel safe, supported and respected. Carers come to our events and activities to have a break, learn something new, or enjoy an outing away from their caring responsibilities. This code of conduct applies to events and activities that happen online or in-person.

During our events and activities, please listen to the facilitator. This could be a member of Camden Carers staff, or it could be another facilitator. It is important to listen, to make sure that the event or activity runs smoothly for everyone. You will also be given useful information about breaks, what to do if there is a fire alarm or technical issue, and when the session will end.

Camden Carers reserve the right to ask a carer to leave if their behaviour is disrupting the enjoyment and participation of the rest of the group.

CONFIDENTIALITY & PRIVACY: Sometimes a carer or facilitator might share something personal during an event or activity. Please don't share this information with anyone else outside of the event or activity. Please don't take photographs of carers or facilitators during an event or activity, unless they have told you it's okay.

TIME KEEPING: Please try and arrive in good time for events and activities. We understand that sometimes you might be running late. If you are running late, please let us know by calling the office on 020 7428 8950 or sending an email to info@camdencarers.org.uk.

RESPECT FOR ALL: Please always respect other carers, Camden Carers staff, and facilitators at events. Don't make personal comments about someone's gender, ethnicity, appearance, sexual orientation, religion, social background, or age. Please give everyone enough space to contribute, and respect others peoples values and beliefs.

MOBILE PHONES: Please ensure mobile phones are on silent or switched off. If you need to answer a call, please take the call in a quiet space away from the group.

YOUR NEEDS: Remember to take care of your personal and learning needs. If you need support, please let the facilitator know.

ALCOHOL: There is no alcohol permitted at Camden Carers events or activities.

Please contact Camden Carers if you have any concerns or complaints about any aspect of the service.