



Volunteer Induction: Equality and Diversity

Volunteer Name:

Being an organisation that welcomes everyone (Equality and Diversity) Society is made up of people of different backgrounds, needs and perceptions. It includes people of all genders, people of different races and from different ethnic backgrounds, disabled people, lesbian, gay and bisexual people, trans people, people of different religions, faiths and philosophies including those who do not adhere to a faith, people of all ages, people from different economic backgrounds, and those with caring responsibilities.

Equality, diversity and inclusion apply to us all, both in terms of our obligations and our individual needs. For many people their sense of who they are is influenced by belonging to one or more diversity identities above. People who share a diversity identity are not the same. Even where we belong to the same diversity identity as another we are still individuals shaped by different life experiences. For example, each disability, impairment, mental or physical health condition is different, and even the way the same condition is experienced by two individuals is different.

How Should I behave?

- You should treat people as you would expect to be treated; never behave towards someone in a way that is hostile, offensive or humiliating.
- You should treat people as individuals; respecting their identity even when it is different to your own and being aware that what a person finds acceptable another may find offensive.



Volunteer Induction: Equality and Diversity (continued)

- You should not make offensive or insulting remarks, or engage in 'jokes' or 'banter' about people based on their age, disability, sexual orientation, gender, race, religion, trans status, or political beliefs. Where you become aware of behaviour like this you should challenge it by calmly explaining that this behaviour is unwelcome. You should not avoid someone simply because they are different to you. Equally, be respectful of people's choices and don't press them to share personal details about their life.
- If you're worried that you may have said or done something that made them feel uncomfortable, it's OK to ask them in a respectful manner if something you did or said upset them.
- If you are challenged about your behaviour or language you should accept feedback in a positive way.
- If you feel that the language or behaviour of others is offensive and/or it is upsetting you, then please seek advice or support from your mentor or supervisor to help you decide how you want to deal with the issue.
- Once you've talked things over you might decide that the best way forward is to speak to the person in a quiet place. If you decide to do this, we would support you to stay calm and decide on some steps that will help you explain what is upsetting you and how you want things to change.
- If you don't feel things are being resolved there is a formal complaint policy that you can follow. You can see this policy at any time and you should talk to your supervisor about making a complaint (unless your supervisor is the person upsetting you, then you should speak to your Volunteer Manager or the Human Resources department).
- While working in any situation treat people as individuals respecting their identity and dignity even when it is different to your own.

Volunteer Name:

Signature:

Date

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Manager Name:

Signature:

Date: