



Code of Conduct

The Treasure Chest Breastfeeding Group Code of Conduct is based on the Treasure Chest Constitution, policies and procedures, and with due respect for the WHO/UNICEF Code of Marketing of Breastmilk Substitutes, UK law and Department of Health guidelines. The code is designed to protect not only the group, but also the counsellors, peer supporters, members and mothers who access the group.

The Core aim of Treasure Chest is to promote, encourage and support breastfeeding in the York area.

Treasure Chest

1. acknowledges that volunteering is a valuable act.
2. will not ask any member to carry out duties which they feel they cannot do well.
3. will provide ongoing training and support to all Peer Supporters.
4. will review and update the Code of Conduct as appropriate.

All members are asked to:

1. know and comply with the duties and obligations of Treasure Chest and its relevant documents
 - a) Treasure Chest Constitution (particularly the objectives of the group)
 - b) Equality Policy
 - c) Safeguarding Policy
 - d) Training Policy
 - e) Health & Safety and Lone Working Policy
 - f) Media Policy
 - g) Cancellation of Support Groups Policy
 - h) Data Protection Policy
 - i) DBS Policy
 - j) Hospital Visiting Policy (where applicable)
 - k) Financial Hardship Policy
2. Conduct themselves to the advantage of Treasure Chest and not bring Treasure Chest into disrepute:
 - a) any activities you take part in as a representative of Treasure Chest must be approved by the committee and if possible discussed at a committee meeting. All members are welcome to attend committee meetings.
 - b) you are welcome to take part in other activities which may arise; however it must be clear that you are not attending on behalf of Treasure Chest.
3. Be mindful of confidentiality when receiving training or giving information and support:
 - a) any information which is given, or received, in confidence, for one purpose, may not be used for another purpose, or passed to anyone else, without the consent of the individual involved. Information can only be disclosed where there is a public interest in others being protected from harm, which includes any situation in which an adult or child may be at risk.
 - b) consent to the sharing of information given in confidence can only be given if the adult has full knowledge of with whom the information will be shared, and the likely

- consequences of the sharing of that information. Consent is not required if the peer supporter or breastfeeding counsellor feels that an adult or child may be at risk. The adult must be aware that a worker has a duty to share such information without consent should the situation arise.
- c) the same should be applied to personal information of other peer supporters and breastfeeding counsellors unless permission is sought from the person involved.
 - d) when communicating information from one peer supporter to another on social media, initials of the mother and baby are to be used rather than full names.
4. Co-operate with other health care providers (HCPs) and breastfeeding supporters. It is important to establish and maintain friendly relationships and encourage exchange of knowledge:
- a) as Treasure Chest is a mother-to-mother support organisation, with an independent constitution and committee, we are able to operate freely and independently from the NHS. We have our own chain of supervision. Our independence is an advantage as there may be times where a mother requests our support in challenging information or advice she has received from a HCP, and this forms a legitimate part of our support role. It is therefore important to outline the role of HCPs within Treasure Chest.
 - b) HCPs who are peer supporters may act as liaison between Treasure Chest and their colleagues. This does not afford them supervisory roles, but rather communication roles.
 - c) HCPs or Doulas working in paid breastfeeding support roles cannot act as Treasure Chest Peer Supporters concurrently with their paid role, i.e.
 - a peer supporter who is also a MW/HV/Doctor/Doula etc. cannot attend support groups *as a peer supporter* while in uniform or during paid working hours.
 - when attending a support group as a peer supporter the peer supporter will be expected to *make it clear* that they are not acting in their HCP (paid) role by as a mother-to-mother supporter.
5. Respect professional and personal boundaries
- a) all are welcome to support Treasure Chest; however members should not give breastfeeding information and support without peer supporter training; peer supporters should not give information and support that only a breastfeeding counsellor can give.
 - b) peer supporters and breastfeeding counsellors are not qualified to give medical advice:
 - if a medical problem is suspected, a peer supporter must encourage the mother to speak to the appropriate medical practitioner (i.e. GP).
 - if thrush or mastitis are suspected the mother should be directed to the appropriate BfN leaflet to read for herself and take along to a medical practitioner if required.
 - if a peer supporter or breastfeeding counsellor is speaking to a mother about a pre-diagnosed or suspected medical condition, it must be stressed that you are not medically trained and not therefore cannot give medical advice.
 - if a medical condition has been diagnosed by a doctor, it is acceptable for a peer supporter to offer support to the mother and offer suggestions and self-help measures to help the mother cope with the symptoms.
 - mothers and babies with complex or unusual medical issues are to be directed to seek support from a breastfeeding counsellor.
 - c) members and peer supporters can refer a request for information or support to a more experienced peer supporter or breastfeeding counsellor if they feel the request is beyond their skills.
 - d) we give information and support, not directive advice.
6. Complete a DBS check when appropriate.

7. Reciprocate if given any training; no mother has to pay to become a peer supporter on the understanding that they will work with us once trained to help achieve our objectives.
8. Be responsible for updating their skills and understanding once the initial training has been completed.
9. Be friendly, approachable and treat others fairly.
10. In the event of a complaint, Treasure Chest will conduct an internal investigation as follows:
 - a) the complaint should be forwarded to a member of the Core Committee.
 - b) this member, or another that they feel is more appropriate, will speak with any parties involved to gain information and clarity on the situation, such as peer supporters who have had issues raised against them, or mothers, or HCPs involved in a group.
 - c) any further training needs will be identified and tackled with the peer supporter concerned.
 - d) if the issues are with an outside agency that we work alongside, the representatives of the Core Committee will arrange a meeting with those people, and include the relevant peer supporters if this is felt to be desirable and appropriate.
 - e) matters will be reported back to the complainant as soon as they have been dealt with.

Responsibilities

The Treasure Chest Secretary will liaise with trainers and the wider Committee to ensure that this policy is circulated to all peer supporters on completion of their training.

It is the responsibility of individual peer supporters to familiarise themselves with this policy and to read and understand its content.

Date of last review: June 2019

Reviewed by: Becky Jarratt

Date of next review: June 2022