



Northumberland Recovery College

Mental wellbeing for all

Code of Conduct

Everyone attending Northumberland Recovery College in either a work or student capacity should:

- Be mindful of the students in their class/session so that everyone that wishes to participate has space to do so. This allows for a range of views and experiences to be heard.
- Maintain confidentiality of issues discussed in any group or session whilst respecting the rights, life choices and opinion of others and promoting freedom of speech.
- Be aware of and take responsibility for your own behaviour during sessions. Please let the facilitator or trainer know if you are feeling unwell.
- Not behave in any way that may be considered threatening or disruptive or be likely to lead to physical or emotional harm to any students or staff. Everyone is responsible for maintaining a calm and inclusive atmosphere in the sessions which supports the learning of all.
- Refrain from the use of alcohol, and non-prescription medication, or illicit substances when attending Northumberland Recovery college courses and sessions.
- Not use violent, disorderly or offensive behaviour or language or make personal remarks of a slanderous nature. This includes not wearing logos or slogans that could be offensive to others.

- Respect the property of other students and Northumberland Recovery College and report any safety concerns you may have.
- Where possible limit and refrain from using mobile phones during Recovery College sessions and courses, but we understand that students may need to take, or make urgent calls. We ask that in the event of a phone call, students please take this outside of the classroom and keep phone on silent and/or vibrate.
- Make the most of your student experience and your course - ask for clarification if you are not sure about anything.
- Ask questions freely; participate as much as you feel able to.
- Provide honest and constructive feedback on any causes you attend to allow us to constantly improve our offer.

Online Conduct expected of students

We ask that you sign into the online course (via MS Teams or Zoom) with your user name being solely your first name. This allows us to protect your personal information and also to support your wellbeing.

- Please ensure that you are in a quiet, safe, and private space, leaving yourself plenty of time to log on and arrive.
- If you are unable to attend a course, please contact us by phone or email as soon as possible, so that we can offer your place to another student, as places are limited to a maximum class size.
- We understand that sometimes there are circumstances where it is necessary to answer your phone. If this is the case, please let us know you may need to take a call and do so with the minimal amount of disruption to the other students. Please ensure that your phone is set to silent.
- Please ensure that you have sufficient battery life for the duration of the session or keep your charger to hand if you have concerns.

- We hope that we will be able to share a number of different experiences and viewpoints. We expect respect to be given to one another in this process.
- If someone is sharing their personal experiences – please wait until they’ve finished before asking questions.
- We expect that you maintain confidentiality of items discussed in the classroom whilst respecting the rights, life choices and opinions of others – this would include being mindful of your surrounding and affording yourself and classmates privacy from others who may overhear. We ask that you do not replicate/record the session, content or conversations and experiences that are shared confidentially within the classroom.
- **It is extremely important to consider your own wellbeing before, during and after a Recovery College course.** We can provide you with some tips on internet safety and keeping yourself well before and after your online course. If you feel you need further assistance in anything, please feel free to highlight this with your course trainer or facilitator who will ask if you would like a member of the Recovery College Coordination team to get in touch. Information is available for you if you require a crisis support pathway. If you have previously worked with a clinical team, it may be that you have a safety plan in place, if not please feel free to discuss this with your clinician.
- The trainers/facilitators will be in the online or in-person classroom until the last student has left.
- **Students who use abusive, foul or personally targeted language will be immediately removed from the session and the breach will be investigated as outlined in the section below. Examples of the types of language include, but are not limited to:**
 - **Foul language;**
 - **Homophobic language;**
 - **Transphobic language;**
 - **Racially abusive language;**
 - **Religiously abusive language;**

If the Code of Conduct is breached

Students should feel empowered to challenge any behaviour that is contrary to the Code of Conduct. Students may also speak to staff for advice or support or to raise concern about breaches to the Code of Conduct. If any student has difficulty with the meaning or implications of any part of the Code of Conduct, they should contact a member of staff who will help them develop their skills in relation to this.

If a member of the Recovery College staff team feels that you have breached this Code of Conduct, they will discuss this with staff/students, before handing over to an NRC Coordinator. When investigating a breach of the Code of Conduct and responding to the outcome of this, the NRC Coordinator will always aim to meet the needs of the individual whether this be staff or student, as well as protecting the safety of the environment for others who use Northumberland Recovery College.

A serious breach of the code of conduct or persistent disregard of warnings may result in a student losing access to our services for a period of time, to be decided by the NRC Coordinator or other senior Everyturn manager.

As well as following our Code of Conduct, students agree to abide by any rules or guidelines set by the establishments used by Northumberland Recovery College for sessions and activities.

Everyone has the right to learn work in a safe environment, free from threats or harm. We all have responsibilities to ensure that this code of conduct is adhered to. Please approach a member of Northumberland Recovery College staff if you have any concerns or email pete.wolf@everyturn.org – Northumberland Recovery College Coordinator to raise a complaint.

Staying Safe & Well Online

- 1) We ask that students sign into online courses (via MS Teams or Zoom) with their user name being solely their first name. This allows us to protect personal information and also to support student wellbeing.
- 2) Tester sessions are available for students who are unfamiliar or apprehensive in using MS Teams or Zoom platforms for the online

delivery of courses. These short sessions will allow students to connect with us before the date of your online course to ensure that you are happy with logging in, turning on/off camera and microphone, how to raise their hand and use group chat etc. Facilitators should also cover this at the beginning of each new course.

- 3) Links to specific courses that are sent to individuals should not, under any circumstances, be shared or forwarded. Any sharing of links will be investigated as a serious breach of the code of conduct and dealt with accordingly.