This Code of Conduct sets out the expected standards of behaviour for staff, instructors, volunteers, swimmers, and parents/carers involved in activities at Paddles Swim School.

The aim of this document is to ensure a safe, respectful, inclusive, and supportive environment where swimmers with disabilities can enjoy swimming, develop skills, and feel valued.

This Code applies to:

- Employees, instructors, and coaches,
- Volunteers and contractors
- Swimmers (to the extent appropriate to age and understanding)
- Parents, carers, guardians, PA's and support workers

All participants are expected to follow this Code while on the premises, during sessions, events, trips, and online interactions connected to the swim school.

We are committed to:

- Safety and wellbeing
- Respect and dignity
- Inclusion and equality
- Kindness and patience
- Professional and appropriate behaviour

Safeguarding and Welfare

- The welfare of our swimmers and are employees is paramount.
- Everyone has a responsibility to help keep all members safe.
- Any concerns about a swimmer's safety or wellbeing must be reported immediately to a member of staff or the Designated Safeguarding Lead.
- Bullying, harassment, abuse, or neglect will not be tolerated towards any member.

- All safeguarding concerns will be taken seriously and managed in line with safeguarding procedures which can be found on the Paddles Swim School website

Expected Behaviour – Staff and Volunteers

Staff and volunteers must:

- Act professionally, responsibly, and in the best interests of swimmers at all times
- Treat swimmers, carers, and colleagues with respect and courtesy
- Maintain appropriate professional boundaries
- Use positive, inclusive, and encouraging language
- Follow all safeguarding, health and safety, and pool procedures
- Respect confidentiality and data protection requirements

Physical support or contact must:

- Be necessary, appropriate, and proportionate
- Be explained in advance where possible
- Respect the swimmer's dignity, consent, and individual support needs
- Follow agreed care or handling plans

Expected Behaviour – Swimmers

Swimmers are encouraged and supported to:

- Treat other swimmers, staff, and carers with kindness and respect
- Follow pool rules and safety instructions
- Use appropriate language and behaviour
- Respect personal space and boundaries, as far as they are able
- Tell a trusted adult if they feel worried, unsafe, or unhappy
- Listen and follow instructions of the staff and volunteers
- In the changing rooms respect other people's privacy and belongings. You are responsible for your own belongings
- Tell your teacher if you need to leave the pool for any reason

Reasonable adjustments will always be made to reflect individual needs, communication styles, and levels of understanding.

Expected Behaviour – Parents, Carers, PA's and Support Workers

Parents, carers, and support workers must:

- Treat staff, swimmers, and other families with respect
- Support and reinforce pool rules and safety guidance with their swimmer
- Share relevant information that may affect a swimmer's safety or participation with the swimming teachers and update Paddles swim school with any new diagnosis or care change.
- Follow swim teachers instructions during sessions, especially in emergencies
- Raise concerns calmly and appropriately, not in front of swimmers
- Ensure that swimmers belongings are safe and secure. Paddles Swim school is not responsible for damaged, stollen or lost items.
- Be responsible for their swimmers outside of the water to include the poolside and waiting areas
- Be responsible if their swimmer can not swim within the water and surrounding areas to include poolside and waiting areas.

Parents/carers, PA's and Support workers must not:

- Use abusive, aggressive, or discriminatory language or behaviour to anyone
- Undermine instructors or interfere with session delivery
- Take photographs or videos without permission
- Discuss other swimmers' personal or medical information

Equality, Diversity, and Inclusion

- Everyone has the right to be treated fairly and with dignity.
- Discrimination, harassment, or exclusion of any kind will not be tolerated.
- Individual differences, abilities, and communication needs will be respected.
- Reasonable adjustments will be made to ensure access and participation.
- For further information please see Paddles Swim School Equality and Diversity Policy

Communication and Confidentiality

- Communication should be clear, respectful, and appropriate between everyone.
- Personal, medical, and support information about swimmers must be kept confidential.
- Information will only be shared about the swimmers on a need-to-know basis and in line with data protection law.
- Concerns or complaints should be raised to the committee, through the Parent liaison Committee member, Chairman or Vice Chairman

Photography, Video, and Use of Technology

- Photography or video recording is only permitted with prior consent of the Committee
- Images or videos of swimmers must not be shared on social media or messaging apps without authorisation.
- Swimmers' privacy and dignity must always be respected.
- There will be the use of photography and video recording by designated Committee members for the use of social media, website and fundraising, any person who does not wish to be included must notify the committee. For further details please see Paddles Swim School Photography Policy

Health, Safety, and Pool Rules

All participants must:

- Follow pool rules and safety instructions as set out by MyActive Cheadle
- Respect lifeguards' and Swim Teachers' directions
- Wear appropriate swimwear and equipment including swim nappies when needed
- Report hazards, accidents, or concerns immediately
- Not attend sessions if unwell where this may pose a risk to others

Raising Concerns and Complaints

- Concerns about safety, conduct, or practice should be reported to staff or management as soon as possible.
- Whistleblowing concerns will be taken seriously and handled confidentially.
- No one will be treated unfairly for raising a genuine concern.

Breaches of the Code

Failure to follow this Code may result in:

- A discussion or reminder of expectations
- Temporary suspension from sessions
- Termination of involvement with Paddles swim school
- Referral to external agencies where necessary

Agreement

By participating in activities at Paddles Swim School all staff, swimmers, parents/carers and PA's agree to follow this Code of Conduct.