

Integrity Policy @ease

Introduction

At @ease we try to maintain good and honest contact with all our relations and in particular with our volunteers (peers) and the young people who visit our locations for a listening ear. We believe it is important that our locations are safe and reliable places.

In @ease's integrity policy we describe which values are important in our organization. We also describe how we want to interact with each other. We also show how we encourage good behaviour and what we do to prevent undesirable behaviour. It is also important that everyone can safely report when something unpleasant happens at @ease. We describe how our own professionals and volunteers can make an internal report, but also how people outside our organization can send in a complaint via the website.

Code of Conduct @ease Foundation

We have summarized our code of conduct in core values that guide our activities.

1. Core values @ease

Sincere attention: that is the core of what we do at @ease. That is why all employees, volunteers and board members support the following @ease values and promote them in their work.

We listen

We listen with sincere attention, without wanting to judge immediately. We feel involved with young people with psychological, social and physical concerns.



We are inclusive

Everyone is unique: we respect differences between people in their thoughts and actions. We approach visitors and colleagues of @ease with respect. We are open to everyone's story; whatever it is.

We are accessible

We are an organization where young people can feel at home: informal and accessible. We make it as easy and relaxing as possible.

We are youth-proof

We want to connect with what young people find important. That is why we ensure that young people can always contribute to ideas and decisions about @ease.

We work together

At @ease, volunteers and professionals work together with local authorities to create an offer that meets what young people want and need. Active collaboration with experienced experts, young people, healthcare providers, government and scientists suits @ease.



We stand for anonymity

At @ease we guarantee the privacy and anonymity of every young person who visits us or otherwise has contact with us. In all our work we monitor the privacy and personal data of our volunteers.

We are reliable

Reliability and integrity are key in our collaboration with young people and in our own organization. We work in accordance with socially accepted standards and values, laws and regulations and operate a transparent financial and administrative organization.

We are determined

We remain @ease and make an effort for all young people who need someone to talk to.

We learn and strive for improvement

In everything we do, we try to learn from others in order to improve ourselves. We give feedback and discussion a place in our work, so that we can actively take into account the opinions of those involved.

We respect boundaries

We respect each other's boundaries both in contact with young people who visit @ease and in the workplace. In the @ease conversations with young people, this means that we never impose anything and follow the young people's needs. We create a healthy working atmosphere in the workplace, where people can do their tasks for @ease in a pleasant way.

2. How do we treat each other?

At @ease we are available for all young people between 12 and 25 years old who want to talk about something. They can simply walk in, with or without an appointment. All conversations at @ease are confidential and free. To promote the smooth running of affairs within @ease, house rules and a complaints procedure have been drawn up. This is important for safety and for a good working atmosphere in our organization.

2.1 House rules

To alarm

In the event of a serious accident, fire or calamity, report directly to the police/fire brigade/hospital via emergency number 112. Mention the address of the location where you are. You must also report incidents and calamities to the @ease confidential counselor.

Alcohol and drugs

The use of, or trading in, alcohol and/or drugs is prohibited, both in the buildings and on the territory of @ease. Volunteers and professionals are not allowed to visit @ease under the influence of substances. In the case of receptions and other special occasions, the location manager can, upon request, exceptionally allow the drinking of alcoholic beverages after working hours. Excessive drinking is not permitted during these occasions. Drug use is never allowed.

Accept gifts

Volunteers and employees of @ease are not allowed to personally accept gifts and other presents from @ease visitors. Furthermore, it is expected that such initiatives by visitors will be reported to



the location manager. Those involved may support the @ease Foundation with a financial donation or another form of sponsorship.

Emergency response staff

A complete overview of emergency response staff per location is visibly available at the location.

Fire

Try to extinguish the fire with the available extinguishing agents. If this is not possible, leave the room where the fire is located, close the doors and exit the building via the emergency exits (or other nearest exit). Call emergency number 112 when you are safely outside.

Chatting

To guarantee anonymity, @ease volunteers and professionals only chat at an @ease location and never at home.

Theft

Visitors and volunteers are responsible for their own belongings. @ease cannot be held liable for loss or theft of property. Theft must be reported immediately to the location manager. @ease always reports theft to the police. When leaving the @ease location and no one is left in the room, the room must be closed and locked.

FIRST AID

A first aid kit is available at each location.

Emotional bonding

Volunteers and professionals are not allowed to establish a personal emotional bond with visitors to @ease outside of working hours at @ease. In other words romantic relationships with @ease visitors is strictly prohibited if you are active as a volunteer/professional at @ease and the young person in question comes to @ease for help. Do you have the feeling that a personal bond or love relationship is developing between a young person and you or another volunteer? Please report this to the confidential counselor and we will find a good solution for all parties.

Bicycle parking

Bicycles, scooters and mopeds must be placed in the bicycle shed, if available.
Under no circumstances bicycles may be taken into the building.

Hanging out

@ease is not a hangout. Young people are of course welcome in our living room before and after their conversation or at specific events.

Hygiene

We keep our building tidy. This applies to the living room, the other rooms, the kitchen and the toilets. We ask our visitors and volunteers to contribute to this.

Coffee, tea and juice

Coffee, tea and juice are available for free at all locations.



Eviction

When the signal to evacuate is given, all persons present in the building must leave the building as quickly as possible via the indicated escape routes. Those present must then report to the agreed meeting point and await instructions there. Employees who do not comply with the evacuation instructions endanger themselves and colleagues and can therefore expect sanctions, including in the form of a report and a possible fine.

Parking

@ease locations usually do not have their own parking space. Parking costs are borne by the volunteer or visitors.

Respectful interaction

We value everyone who visits @ease. We respect that a person can have different ideas and feelings and makes different choices. Discrimination, sexual intimidation, aggression and violence are strictly prohibited. The location manager ensures compliance with this point. Appropriate sanctions will follow in case of misconduct.

Smoking

It is forbidden to smoke in the building or in front of the building of @ease.

Keys

All locations have their own key register. Damage, loss or theft of a key must be reported immediately to the location manager. The locations themselves monitor the issuance of these keys to volunteers.

Suggestions

If you have any suggestions or comments about @ease, you are of course always free to report them to the location manager.

Supervision

Volunteers work in pairs to have conversations with the young people who walk in or chat. They can also give each other feedback. Volunteers can also report undesirable behaviour in a conversation with the @ease confidential counsellor. During @ease opening hours there is always a professional on site to guide the volunteers on location. This professional receives an interim update about conversations with young people, provides tips and can decide to participate in a conversation after this has been coordinated with the young person in question. The on-site professional may decide to call the back-up psychiatrist on duty for consultation. An @ease location may not open if no professional is physically present on location. This way we guarantee a safe working atmosphere.



Report safety risks and incidents*

Employees must be alert to possible safety risks. When unauthorized persons are identified, action must always be taken. Suspicious packages are not allowed to be moved and must be reported to the location manager. At the request of the location manager, additional security measures can be announced that must be followed by everyone.

*Incident= everything that deviates from the usual course of events

Responsibility

Employees and volunteers are not responsible for the physical and psychological health of our visitors. That responsibility lies with the visitors themselves and/or their GP. If you feel something is not right, we ask volunteers to immediately report this to the professional present. In the @ease training we inform you about the correct procedure.

Confidential

Everything discussed at @ease is confidential and is therefore not shared with third parties outside the walls of the @ease location. You can talk to others about @ease, but no names of visitors are mentioned and you do not share the content of the conversations that take place at @ease.

Mentor & Confidants

Every @ease location has a location manager or a professional who you can contact as a volunteer with your personal questions. The internal and external confidential counsellors work for all @ease locations and can be contacted in the event of, among other things, sexually inappropriate behaviour, misbehaviour of all kinds or problems between the volunteers/volunteer and staff member.

Sick or unable to attend

If you cannot come, you will have to arrange for your service to be replaced. You can use the volunteer group app for this. If you cancel a service at the last minute more than three times without arranging a replacement, the location manager will discuss this with you. No replacement creates a possible shortage of volunteers. This may result in closure or inability to receive visitors.

If you are ill, please report to the @ease location manager before 9:00 am and try to arrange a replacement where possible. If there is force majeure, please inform the location manager the next day to explain.



2.2 Complaints procedure & reporting point

We have created a complaints procedure to ensure that every complaint is addressed and handled correctly. On www.ease.nl visitors can find information and report directly via the 'Report & Complaints' button.

The procedure below applies to all complaints we receive. By a complaint we mean any expression of dissatisfaction about the foundation's policy or its implementation. Complaints can relate to any part of the organization, both in operations and policy.

1. Complaints can be submitted by e-mail (meldpunt@ease.nl), by post (attn. @ease Foundation, Lantaarnstraat 9a, 6211 KX Maastricht or directly to an employee.
2. After (written) receipt, the complaint is registered and we coordinate internally who can best handle the complaint.
3. We aim to send confirmation of receipt within 5 working days of receipt of the complaint. In the confirmation we indicate - if possible - under whose responsibility the complaint will be handled and within what period we expect to be able to do this.
4. We investigate the complaint, look at the background, contact the necessary parties and, if possible, take the steps to resolve the complaint ourselves.
5. Our starting point is that every complaint is resolved as quickly as possible and to your satisfaction. We assume that a complaint should be handled within one month of receipt. If the complaint cannot be handled within this period, we will inform the reporter of this and make further arrangements.
6. A complaint is considered to have been resolved if the reporter has received a response in which the @ease is convinced that it has done everything within reason and fairness, and in line with the severity of the complaint, to properly resolve the complaint.

All complaints, both settled and outstanding, are periodically discussed internally with our quality committee to learn from them.

2.3 Unwanted behaviour

We list, amongst others, unwanted behaviour as follows:

- ✓ Direct or indirect discrimination and all forms of discrimination;
- ✓ Sexual harassment and unlawful intimacies;
- ✓ Aggression and violence;
- ✓ Bullying

What constitutes unlawful intimacy, aggression and discrimination is clearly regulated by Dutch law. This includes sexual assault and rape. The above applies to adults as well as to young people and children. When this behaviour occurs in the premises of @ease, the police and judiciary will always be involved. There is a gray area when it comes to sexual harassment. The rule is that there is not always an absolute standard, but that the victim's experience is the starting point.



2.4 Reporting unwanted or inappropriate behaviour

To really feel 'at ease', a safe environment is important. We handle this with care in all aspects of our work. However, something can happen that is unpleasant and makes you feel uncomfortable or unsafe. Transgressive behaviour can occur when physical, mental or emotional damage is inflicted. This can be intentional, but also unintentional. For example, think of making jokes about someone, giving someone a hug or making comments about someone's appearance.

If possible, our advice is to always first talk to the person who makes you feel uncomfortable. Sometimes you can't or don't want to do that. Then it is good to know that @ease has appointed confidential counsellors both internally and externally. If you have had to deal with undesirable or transgressive behaviour, you can always contact our confidential counsellors or use the reporting point at www.ease.nl.

2.5 Confidential counsellors

The @ease Foundation has appointed confidential counsellors both internally and externally who are available to our visitors, employees, volunteers and interns. The confidential counsellor listens to you, thinks along, guides and supports where necessary if legal steps need to be taken. The confidential counsellor is there for you if you are a victim, but also if you are (wrongly) accused. We believe it is important that everyone involved in an unsafe or unpleasant situation can be helped. The confidential counsellor will always treat information confidentially. Although the case can be shared to find a suitable solution, personal data will only be shared if there is explicit permission for this.

Internal confidential counsellors

Arianne Westhuis | arianne.westhuis@ease.com
Country manager @ease

Rianne Klaassen | r.klaassen@levvel.nl
Board Member Stichting @ease

External confidential counsellor

Margreet van Eeken | m.van.eeken@molendrift.nl
Orthopedagogue, Cognitive Behaviour Therapist Molendrift, Groningen

2.6 Prevention

An important part of prevention is making the topic of unwanted behaviour openly discussed. For example, the subject is discussed at least once a year in the location managers meeting, employees are trained in moral judgment (external trainer via Goede Doelen Nederland) and attention is paid to it in our (offline and online) training offer and is also included in the growth model of the locations.



3. How do we encourage good behavior?

3.1 Safe group dynamics

At all @ease locations, investments are not only made in training and guidance, but also in creating a safe group dynamic. There is an open atmosphere in which the safe sharing of (personal) questions, whether or not about the work at @ease, is encouraged and respected. This is also reflected in the @ease training for new volunteers and employees, in the introduction program for location managers and in the standard daily schedule of an @ease location. The day starts there, for example, with a short round of questions at the table to find out how everyone is doing. When discussions take place with young people, there is an interim and subsequent evaluation together. The day is also closed together and the professional on duty checks whether everyone is going home okay.

3.2 Learning organization

Because volunteers always have conversations with young people in alternating pairs, people can copy a lot from each other. What works, what is pleasant for a young person and when does it not go so well? So we are a learning organization as much as possible and we train each other to discuss matters.

4. How do we try to prevent unwanted behaviour?

4.1 Volunteer policy

Before volunteers and employees are allowed to start, there is an extensive introductory meeting at an @ease location. During that meeting, an assessment is made of the reasons why someone wants to volunteer at @ease and to what extent there are personal experiences that could possibly be hindering when working with young people. Experienced experts are very welcome at @ease, provided they have sufficient distance from their own problems.

All volunteers and other @ease employees are then required to follow the two-day @ease training. During the training they receive a detailed explanation of 'how' we can really make it '@ease' for young people. There is room to practice. After completing the training, all starting volunteers and other employees must provide a Certificate of Good Conduct (VOG) of maximum 1 year old. Before the start of the work, everyone receives a volunteer folder with an explanation of the @ease values, the @ease house rules and the @ease code of conduct. They also sign a contract in which they agree to these values, house rules and code of conduct. At @ease we use a trial period to see how the collaboration works from both sides. During the probationary period, both the volunteer and @ease can terminate the collaboration with immediate effect. At the end of the trial period, an evaluation meeting will be held at the initiative of @ease.

4.2 4-eye principle

When working with young people at @ease, volunteers are never alone in a conversation with someone; they work always in pairs. The professional on duty is also present close to the room where the conversations take place. There is interim and afterwards contact with the relevant volunteers.

4.3 Anonymity

Anonymity is essential. Young people do not have to share personal data and @ease does not keep any files. No information is ever shared outside the walls of @ease about what has been discussed.



Personal (chat) conversations take place within the walls of an @ease location. For example, volunteers and other employees never chat from home or have @ease conversations outside the walls of the locations.

4.4 Press and media policy

Both (experienced) volunteers and professionals can participate in an interview on behalf of @ease in writing or on camera. In their story, information about @ease is central, possibly linked to a current event or an experience story. Agreements are made in advance regarding the privacy of interviewees, reference to the @ease website and checking before publication. Given the anonymity that we as an organization are committed to, we will never allow @ease youth (who come to us for help) to be interviewed. We consider this burdensome for the young person themselves (who may want to 'give something back' for the help of @ease) and it does not give a good image of what we stand for as an organization.

If the press visits a location, we inform the relevant team, so that people are not surprised. No one appears on screen without permission. During on-camera interviews with volunteers, we only mention a first name and avoid mentioning surnames.