



PATHWAYPIXEL

GAMING WITH PURPOSE. EMPOWERING NEURODIVERSE JOURNEYS

PathWayPixel Staff/Volunteer Policy

1. Purpose

The purpose of this **Staff/Volunteer Policy** is to establish clear expectations and guidelines for the conduct of all staff and volunteers working with **PathWayPixel**. It outlines the responsibilities, professional behaviour, and ethical standards required to provide a safe, inclusive, and supportive environment for our clients.

As a business focused on providing online mentorship through gaming for neurodiverse individuals, it is crucial that all staff and volunteers demonstrate empathy, professionalism, and a commitment to supporting the personal growth and well-being of every client.

2. Scope

This policy applies to all staff members, volunteers, and anyone else working in a role at **PathWayPixel**, including mentors, administrators, and any other individuals providing support to clients.

3. Core Values and Expectations

At **PathWayPixel**, we uphold the following core values and expect all staff and volunteers to adhere to them in their work:

Empathy and Compassion: Staff and volunteers must show understanding, kindness, and patience when working with neurodivergent individuals, especially those with Autism, ADHD, or other related conditions. We acknowledge the diverse needs of our clients and are committed to providing them with a supportive and non-judgmental environment.

Respect and Dignity: All clients and colleagues must be treated with respect and dignity at all times. This includes respecting individual preferences, boundaries, and communication styles.

Integrity and Accountability: Staff and volunteers are expected to act with honesty and integrity in all dealings with clients and colleagues. They must adhere to the policies and procedures established by **PathWayPixel** and take responsibility for their actions.

Confidentiality: Staff and volunteers must maintain strict confidentiality regarding all client information. They must not disclose personal or sensitive data about clients unless required by law or as part of a legitimate safeguarding concern.

Inclusivity and Accessibility: We expect staff and volunteers to foster an environment that is inclusive, accessible, and welcoming to everyone, especially those with neurodiverse conditions. This includes adjusting their approach to meet the specific needs of each client.

4. Roles and Responsibilities

Staff and volunteers at **PathWayPixel** have the following key responsibilities:

Mentoring and Support: Mentors are responsible for providing 1:1 gaming mentorship sessions that are engaging, educational, and tailored to each client's needs. They should be familiar with the games being played, as well as how to adapt the session to suit the individual client's learning style.

Safeguarding: All staff and volunteers must remain vigilant and proactive in identifying any potential safeguarding concerns and act in accordance with **PathWayPixel's Safeguarding Policy**.

Session Reports: Mentors are required to provide brief reports after each session detailing the client's progress, any challenges faced, and any noteworthy observations. These reports should be submitted in accordance with the established reporting process. This includes the session Recordings (if applicable)

Client Interaction: Staff and volunteers must maintain a friendly, supportive, and professional demeanor when interacting with clients. They should not engage in any behavior that could be deemed inappropriate, unprofessional, or harmful to the client's well-being.

Communication: Staff should keep open lines of communication with the client, their guardians, and other staff members. They should seek feedback from clients and guardians to ensure that services are being provided effectively and that any needs or concerns are addressed promptly.

5. Conduct and Professionalism

Respectful Communication: Staff and volunteers should always communicate in a way that is respectful, clear, and non-judgmental. They must avoid using any language or actions that could be perceived as offensive or inappropriate.

Boundaries and Appropriate Behavior: Staff and volunteers must maintain professional boundaries at all times. They should not engage in any form of personal, emotional, or physical relationships with clients that could compromise the integrity of the professional relationship.

Prohibited Behavior: Any form of harassment, discrimination, or inappropriate behaviour towards clients or colleagues will not be tolerated. This includes but is not limited to:

- o Verbal abuse, bullying, or intimidation
- o Discriminatory comments or actions
- o Inappropriate physical contact
- o Any form of exploitation

Grooming and Gifts: Staff and volunteers must not ask clients for gifts or offer gifts in exchange for personal favors. The exchange of gifts should only occur in exceptional cases with prior consent from guardians.

6. Training and Development

Induction and Training: All new staff and volunteers must undergo an induction process and relevant training to familiarize themselves with **PathWayPixel's policies, procedures, and the specific needs of neurodivergent clients.** This includes understanding gaming-related mentorship, communication techniques, and any special considerations for the client's learning and behavioral styles.

Ongoing Development: Staff and volunteers are encouraged to participate in ongoing training opportunities to improve their knowledge and skills in working with neurodivergent individuals. This includes attending workshops, webinars, and relevant educational programs related to neurodiversity, gaming mentorship, and client support.

7. Health and Safety

Physical and Emotional Well-being: Staff and volunteers must ensure that clients are physically and emotionally comfortable during their sessions. They should be alert to any signs of distress, overstimulation, or discomfort and take appropriate action as necessary.

Online Safety: Staff and volunteers should be aware of the online safety protocols and ensure that the virtual environment, such as the **Discord server**, is safe for all clients. This includes maintaining a secure server, moderating chats, and ensuring that clients do not encounter harmful or inappropriate content.

8. Reporting and Feedback

Performance Reviews: Staff and volunteers will be subject to regular performance reviews to ensure that they are meeting the required standards of conduct and service delivery. These reviews will be based on feedback from clients, guardians, and colleagues.

Feedback Mechanism: Staff and volunteers are encouraged to provide feedback on their experiences and any challenges they face in their role. This feedback will be used to improve practices, policies, and overall service delivery.

9. Disciplinary Actions

Code of Conduct Violations: Any staff or volunteer found to be in violation of this policy may be subject to disciplinary action, which may include retraining, suspension, or termination of their role.

Investigation of Complaints: Complaints about staff or volunteer conduct will be taken seriously and investigated promptly. If a complaint is substantiated, appropriate actions will be taken, in accordance with the seriousness of the issue.

10. Conclusion

By adhering to this **Staff/Volunteer Policy**, staff and volunteers contribute to the success of **PathWayPixel** by creating a supportive and respectful environment that ensures the safety, well-being, and growth of all clients. **PathWayPixel** is committed to maintaining high standards of conduct and to fostering an inclusive, positive, and professional atmosphere.

Acknowledgment:

I, the undersigned, acknowledge that I have read and understood the **PathWayPixel Staff/Volunteer Policy**.

Staff/Volunteer Name: _____

Staff/Volunteer Signature: _____

Date: _____