

# Ethical Charter

By becoming a Nightline volunteer, I commit to :

**Respecting the association's four principes** during my calls, which are:

- confidentiality: ensure a space to listen and talk, exclusively with the caller;
- anonymity: to be maintained by the caller and I;
- non judgemental: stay as neutral as possible; don't make positive or negative comments towards the caller;
- non directive: never give advice to the caller; only ever share information that is being specifically requested and don't steer the conversation any particular direction.

Respect the principals **after the calls too**, namely :

- confidentiality: at the forefront of the the association : limit the details you share about the call as strictly as possible; follow the format that has already been established;
- outside the association: don't talk about the calls (except during psychological consultations);
- anonymity : don't reveal any identifying traits of the caller ; outside of the association, limit the number of people who know that I am a volunteer ;
- non judgemental: maintain a welcoming attitude towards the caller, within and outside of the call in discussions with other volunteers

**Look after myself**, namely:

- by communicating and asking for help if I need it;
- by only taking calls that I am able to take;
- ending abusive calls or those which I cannot take without putting either myself or the caller in danger or difficulty.

**Maintaining a caring and positive atmosphere** in the association, especially regarding:

- by adopting a welcoming, respectful attitude towards the other volunteers;
- by communicating and exchanging about our calls in a constructive manner as a form of continuous training;
- by respecting the equipment in the office available.