



## OUR COMMUNITY CULTURE

Steel Bones is a small, new charity just 7 years old, but one that punches above its weight and growing very quickly. It is a very busy, responsive environment. Our team all have a passion make a difference and want to be part of something growing bigger and helping more families each day. We are working together to build a robust infrastructure that will be helping thousands of amputee families. Our Team from Founders, Trustees to event volunteers all work hard to provide a proactive, supportive community in amongst their own battles. We ask that our community of families and team members is one which provides mutual respect and understanding to all. There is no place for anything else in Steel Bones.

Our Mission is to Help amputee families live life to the full overcoming the trauma of amputation. Our Vision is every amputee family is made aware of us through NHS, private health care referrals. Not everyone will need or want support immediately, but the most important thing is they are aware.

We are building a community in which everyone is treated equally no matter what your background or how many times you attend events or volunteer or if you need time out, you are treated equally. Steel Bones will always be a non-judgemental place and everyone feels at home. Everyone has fun meeting others and can be themselves. It is a positive, empowering, and proactive environment.

**OUR COMMUNITY THRIVES ON THE YOU ARE NOT ALONE – WE ARE IN THIS TOGETHER MENTALITY**

### KEY WORDS FOR OUR COMMUNITY

**SENSITIVE      EMPOWERING      NONJUDGEMENTAL**  
**UNSELFISH      COMPASSIONATE      MOTIVATING**  
**UNDERSTANDING      LISTENERS      PROBLEM SOLVERS**  
**CONFIDENTIAL      DISCREET      WELCOMING      FRIENDLY**  
**SMILEY      TEAMWORK      POSITIVE      EQUAL      FAIR**  
**ALL ARE WELCOME      MUTUAL RESPECT**

#### **EQUALITY AND FAIRNESS**

All are welcome whatever background, race, religion. Respect for everyone involved. Accepting people for each other's uniqueness and celebrating our difference. Different opinions diversify the conversation and activities. It is important everyone feels able to share their opinions respectfully and in turn be respectfully listened to. We can discuss new and different ideas and no doubt a wonderful compromise or new idea will come out of those conversations.

It is a community that respects everyone's individual journey. Different issues affect people differently. No one will be judged on how it affects them or made they feel they should or could be doing anything else. Everyone will be accepted as they are. No one can fully understand another Journey or be aware of everything that individual is enduring.

## **TEAMWORK**

A working environment between all members, Trustees, Team, Funders, Volunteers and Employees in which everyone feels comfortable working hard to achieve the end objective. We celebrate our successes and resolve challenges together. Everyone's opinion and idea matters. There are no silly questions. There are no egos in Steel Bones, no one person is responsible for a success there will always be at least a handful of people involved if not more.

Shouting, swearing and accusing of one another is not acceptable and has no place in Steel Bones. This is a place where people can talk to one another with kindness.

While we face tough challenges along the way, we nurture an inspiring, fun and positive team environment where everyone feels valued and able to make valued contributions. If someone is finding this tricky, they will seek support from Steel Bones leader for the event or activity.

## **TRUST/INTEGRITY**

Our Community is open and honest with one another. Our Community is mindful of the respect and space needed in tricky times. Our Community are reliable with one another and upfront. All conversations at events and between community members will be treated in the strictest of confidences.

## **COMMUNICATION**

Respectful and fair communication throughout our community. Everyone chooses to communicate in different ways and some are louder or quieter than others. Our community and events foster an atmosphere where everyone is sensitive to others, not talking over people, ensuring everyone has a chance to speak and encouraging those who are quiet to share their experiences if they feel able to.

Asking people questions and the power of listening is at the heart of Steel Bones. To feel listened to has a powerful impact.

We all have our own uniqueness and gossiping, negativity towards others will not be tolerated. It is uncalled for in a community where we all endure the toughest of times. It has no place in Steel Bones.

We often discuss very tough issues at events, in these moments the peer community and team will support the person in need with superb lived experience and tips. Following this, it is important everyone can talk about lighter topics and not leave events anxious or depressed but rather relieved after received some excellent help and feeling a buzz inside that they are not alone, and we are in this together.

As Steel Bones grows we know it will become harder to keep hold of this Culture, it is everyone's responsibility throughout the Community to protect the community we have created.

Steel Bones thrives and expands on the mutual understanding, appreciation, respect that exists in its homegrown community.

We will seek to resolve any issues or conflicts informally. However, there may be occasions where Steel Bones may take formal action. This may include, for example, a verbal or written notice of advice, a change in the way we provide services or a termination of support.

Beneficiaries have a right to use the Steel Bones complaints procedure in relation to any action taken against them regarding a considered breach of the beneficiary code of conduct.