

## VOLUNTEERS CODE OF CONDUCT

<b>Policy Name:</b>	Volunteers Code of Conduct
<b>Policy Number:</b>	POL. 1.8.
<b>Policy Owner:</b>	Management
<b>Approval Authority:</b>	Executive Director
<b>Date of Approval:</b>	October 8, 2013
<b>Revision Date:</b>	

### **POLICY:**

The House of Sophrosyne is a community-based agency that welcomes volunteers who give their time and energy to enrich services to women struggling with substance abuse and dependency. Due to sensitivity of the information the volunteers may come across, they need to conduct themselves by the rules set in this code of conduct.

### **PROCEDURE:**

1. All volunteers will sign a Code of Conduct upon hiring.
2. Volunteers will maintain the best interest of the resident as the primary goal in service provision.
3. Volunteers will be aware of the inherent power imbalance due to their position, and will endeavor to minimize this power differential in their interactions with residents.
4. Volunteers will show respect to residents, coworkers, and members of the community at all times.
5. Volunteers will complete their work duties with diligence, integrity, objectivity and equality.
6. Volunteers will ensure that residents have the information necessary to make informed decision regarding service delivery, and life choices.
7. Volunteers will be mindful that they are working in someone's living space, and will particularly cognizant of their presence while in communal and sleeping areas.
8. Volunteers will be accountable for their decision, interactions with residents, community members, and coworkers.

## **VOLUNTEERS CODE OF CONDUCT**

9. Volunteers will acknowledge when they are not familiar or comfortable dealing with a situation, and will ensure that they seek support from coworkers or their supervisor.
10. Volunteers will not discriminate against any person based on race, ethnic or cultural background, sexual orientation, age, disability, religious belief, socio-economic status, obesity, physical or mental health status, etc.
11. Volunteers will not use abusive or discriminatory language.
12. Volunteers will not impose their own personal beliefs or values on residents.
13. Volunteers will not exploit their relationship with a resident for personal benefit, gain, or gratification.
14. Volunteers will not become involved in a resident's personal life, beyond their professional function.
15. Volunteers will not commence in personal relationships with clients of the organization until at least two (2) consecutive years have lapsed since any services were delivered.
16. Volunteers will not accept gifts from resident, former resident, or their families over twenty dollars (in 2013).

