

## **Wesley Community Center Volunteer Code of Conduct**

**As a Wesley Community Center Volunteer, I agree to adhere to these Conduct and Behavior Standards:**

1. Volunteers accept supervision from employed staff management.
2. Volunteers are expected to relate to others in a compassionate and friendly manner.
3. Volunteers are to be courteous to customers, contributors, clients and co-workers.
4. Volunteers contact the Community Outreach Manager and assigned Department Supervisor when unable to show up for assignment.
5. Volunteers dress modestly in casual or semi-casual attire. Dress is to be neat, clean, and not distracting. Tube tops, strapless tops, and clothing that resembles lingerie are prohibited. Slacks and jeans are appropriate, and shorts of "walking" and "Bermuda" length may be worn. Footwear must be laced, tied, buckled, or fastened as appropriate. Any facial hair must be trimmed and neat. Volunteers will comply with Wesley's employee appearance policies.
6. Volunteers exercise reasonable care and use all safety precautions in carrying out assigned duties.
7. Volunteers may not proselytize among staff or volunteers, on the premises or at any Wesley activity.
8. Volunteers may use the Wesley telephones, although personal use should be infrequent and in short duration. Long distance calls are not permitted.
9. Volunteers must report any accidents or injuries to a Department Supervisor immediately.
10. Volunteers only use client knowledge and information in confidence and for service purposes, maintaining strict confidentiality and not discussing clients or organizational matters with anyone but the Wesley Community Outreach Coordinator or Department Supervisor.
11. Volunteers respect the confidential nature of client information and personal contact with clients.
12. Volunteers will avoid any circumstance that may be interpreted as causing a conflict of interest and sign the conflict of interest policy.
13. Volunteers will not have an existing or potential financial interest or other material interest that impairs, or might appear to impair, their actions which support Wesley.
14. Volunteers will not use their position for personal gain or to benefit another at the expense of Wesley, its mission or reputation.
15. Wesley does not tolerate verbal or physical abuse, harassment, property destruction, or theft.
16. Wesley is a drug free environment. Volunteers determined to be under the influence of alcohol or illegal drugs will be separated from the volunteer services.
17. Wesley is a firearms free environment. No handguns. No ammunition on site. A "License to Carry" does not restrict Wesley's right to regulate the possession of weapons on site.
18. Wesley is a smoke free environment. Volunteers may only smoke in the designated smoking area on the outside and on the south side of the building.

Upon signing this statement, I \_\_\_\_\_ am agreeing to maintain strict confidentiality of all information pertaining to clients at Wesley Community Center (WCC).

To maintain confidentiality means that I will not discuss clients or cases with anyone including spouses, children, friends or relatives. I may only discuss cases with WCC staff, caseworkers, volunteers or other persons who are party to this specific case.

I fully understand that failure to comply with this policy may result in termination of my relationship with WCC. This agreement is entered into for the purpose of respecting and protecting all clients served through WCC.

Wesley Community Center makes the commitment to provide ongoing training, supervision and assistance in evaluating volunteer performance; provide professional consultation and support to volunteers necessary in order to promote a positive volunteer effort and experience; all with the goal of providing overall high quality services to clients. Noncompliance with this Code of Conduct may result in separation from volunteering at Wesley.

Volunteer Name: (please print) \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_