



## **Volunteer Code of Ethics**

### **Agency Mission and Values**

- ❖ I will continually be aware of the agency's mission and values and will do my job in a manner consistent with them.
- ❖ I will conduct myself in a manner that is representative of the agency values when I'm in the community.

### **Confidentiality**

- ❖ I will not share confidential information with anyone without sound legal or ethical justification.
- ❖ I understand that the general requirement of keeping information confidential does not apply when the client is threatening harm to themselves or others or when legal requirements demand that confidential information must be revealed.
- ❖ I will not discuss a client's case with anyone.
- ❖ I will take precautions to ensure the confidentiality of information transmitted through the use of computers, e-mail, fax machines, telephones, voicemail systems, and other electronic/computer technology is protected.

### **Competency**

- ❖ I will perform my volunteer position within my boundaries of competence, based on my education, training, supervised experience and orientation.
- ❖ I will take steps to maintain competence in the skills I use, I will be open to new procedures, and I will keep current with the diverse populations and specific populations with whom I work.
- ❖ I will assist volunteers in recognizing their own professional impairment and provide consultation and assistance when warranted with volunteers showing signs of impairment and intervene as appropriate to prevent imminent harm to clients.

### **Dignity and Respect**

- ❖ I will use appropriate language and tone of voice when interacting with clients, FACETS staff, other volunteers, and community partners.
- ❖ I will maintain a professional demeanor when clients become verbally aggressive or verbally challenge me.
- ❖ I will maintain and encourage courteous verbal and written communication when interacting with FACETS staff, other volunteers and the general public.
- ❖ I will dress in a respectful manner, following all agency guidelines on dress code.

### **Cultural Sensitivity**

- ❖ I will recognize that culture affects the manner in which clients' problems are defined.
- ❖ I will communicate information in ways that are both developmentally and culturally appropriate.
- ❖ I will be sensitive to clients' cultures when communicating and interacting with them.
- ❖ I will proactively seek to prevent and eliminate discrimination both within the organization and in the community.
- ❖ I will not discriminate on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, or mental or physical disability.

**Honesty**

- ❖ I will honestly report my volunteer hours whether they take place in the office or off-site.
- ❖ I will be honest in information sharing with FACETS staff and the public.
- ❖ I will uphold the law and perform with the highest ideals and principles, and maintain honor and integrity in all actions.
- ❖ I will maintain honesty when questions about my personal behavior arise.
- ❖ I will not participate in, condone, or be associated with dishonesty, fraud, or deception.

**Dual Relationships**

- ❖ I will not engage social, sexual or business relationships with current or former clients.
- ❖ I will not create a conflict of interest by making efforts to secure the agency's services for family and friends.
- ❖ I will follow agency guidelines when transporting clients in my car including being properly insured.

**Teamwork**

- ❖ I will make an effort to obtain an accurate understanding of all of the positions at the agency with whom I directly work with.
- ❖ I will contribute time and expertise to activities that promote respect for the mission, values, integrity, and competence of the agency.
- ❖ I will honestly acknowledge the work of and the contributions made by my fellow volunteers.
- ❖ I will respect and follow the chain of command.

**Safety**

- ❖ I will promote office safety by working in close proximity and checking in with FACETS staff during early morning or evening hours when there are few people working in the office.
- ❖ I will inform FACETS staff when I become aware of angry or disgruntled behavior of clients.

**Ethical Use of Resources**

- ❖ I will use the agency vehicles only when authorized and will follow all applicable laws when operating agency vehicles.
- ❖ I will inform donors of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- ❖ I will make ethical use of donations with the knowledge that these resources are public funds and gifts from the community to the agency and are not meant for personal use or distribution.
- ❖ I will assure donors that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- ❖ I will exercise financial discipline with assets and resources.

**Volunteer Signature:** \_\_\_\_\_ **Date:**  
\_\_\_\_\_

**Printed Name:** \_\_\_\_\_