



## **Code of Conduct Agreement**

### **WELCOME!**

HomeFirst staff and clients appreciate the generosity you are demonstrating by donating your time and talents. Volunteers make all the difference; with your help we can accomplish so much more. We thank you for your participation in HomeFirst Volunteer Services Program and hope that your own experiences will be positive and personally rewarding.

HomeFirst encourages the teamwork of staff and volunteers so that we can offer our clients and guests the best services possible. Our primary expectation is that you approach contact with our clients and guests with care and dignity. In return, you can expect support and direction from the staff. If you have any questions, feel free to ask the staff supervisor.

### **Confidentiality**

Staff and volunteers convey information about their work at the agency with the utmost respect for the clients' rights to privacy and confidentiality. Staff and volunteers are provided with confidential information on a need-to-know basis. This information is not shared within or outside of the program. To further protect the clients' right to privacy, reports or documents prepared by volunteers require the prior written consent of management and the client, except in cases where the consent of the parent of a minor or conservator of an adult would be appropriate. No photographs or filming of clients are allowed without prior consent of management and specific release forms signed by the client, a family member or conservator.

### **Assignment of Tasks**

All volunteers are required to be placed by the Volunteer Coordinator or other HomeFirst employee. A volunteer must complete an orientation and training, if required, prior to the start of any volunteer commitment. Your supervisor will inform you if training is required for your volunteer role. To ensure the safety of volunteers and provide for a smooth operation, we will assign you tasks based on your desires, skills, availability of programs and appropriateness.

### **Requirements**

All volunteers are required to complete a Volunteer Agreement and Code of Conduct agreement before volunteering.

### **Check-In & Time Sheets**

Upon your arrival for your shift at HomeFirst, we ask that you check sign in and note the date and time of your arrival. Please remember to sign out and note the time of your departure at the end of your shift. Accurate completion of a timesheet is vital to HomeFirst record keeping and financial records. Please sign the time sheet at the end of each month and turn in to your supervisor. Timesheets are collected and volunteer time tracked. If your company has a matching gift program, please remember to turn your hours in each month for HomeFirst to receive the match dollars.

### **Name Badge**

Volunteers need to wear a name badge at all times when volunteering at HomeFirst

### **Attire**

Based on the assigned tasks, your supervisor will identify appropriate attire. Sturdy, closed toe shoes and shirts with sleeves (short or long) are required for food/kitchen service work.

## **Client/Guest/Tenant Interactions**

HomeFirst prohibits volunteers from engaging in business activities or socializing with clients/guests/tenants and/or their guests outside of HomeFirst business. This includes, but is not limited to, loaning money, providing transportation, providing shelter, renting space, engaging or recruiting clients in work opportunities, social activities, offering or accepting meals, gifts, clothing, etc. Any uncertainties should be discussed with your supervisor.

## **Behavior**

While in any of our facilities, you are identified with HomeFirst, please conduct yourself accordingly. If behavior proves unsatisfactory, you may be asked to change assignments or site placement, or be dismissed as a volunteer.

### **As a HomeFirst Volunteer, I will:**

- Represent HomeFirst with professionalism, dignity and pride and be responsible for conducting myself with courtesy and appropriate behavior.
- Display respect and courtesy for HomeFirst employees, other volunteers, guest, visitors, clients and property.
- Respect the privacy of persons served by HomeFirst and hold in confidence sensitive, private and personal information. All work at HomeFirst is confidential
- Be dependable and responsible. Notify staff as soon as possible if unable to report for an assigned shift or complete an assigned task.
- Follow through and complete accepted tasks, dress in attire that follows the volunteer dress code, and be prepared for my shift.
- Report any emergencies, hazardous, or unsafe condition to an appropriate staff member.
- Keep personal opinions and actions separate from those made as a representative of this organization.

### **As a HomeFirst Volunteer, I will not:**

- Share or accept personal information, telephone numbers, personal addresses, social media accounts with HomeFirst guests and clients.
- Use or be under the influence of alcohol, tobacco products, and illegal substances while in HomeFirst buildings or involved with any HomeFirst event.
- Use vulgar or inappropriate language. No sexual contact, sexually suggestive behavior or speech or any form of sexual harassment will be tolerated
- Lend or give money or donations of any kind directly to clients. Please direct donations to our administrative offices.
- Accept gifts or gratuities from HomeFirst clients or visitors If pressed to accept a gift, you should thank the person and state that HomeFirst policy makes it impossible to accept.
- Transport HomeFirst clients in personal vehicles.
- Try to assist a client who may be sick or has an accident. Please get a staff member to assist the client.
- Take photographs of the clients without the written permission of the client and the consent of HomeFirst management.
- Discriminate on the basis of race, color, religion, sex, age, sexual orientation, national origin, or disability.
- Give statements representing HomeFirst to the media

## Volunteer Corrective Action and Dismissal Policy

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Community Relations Manager, Volunteer Coordinator or the Program Director/Manager and may include:

1. Additional supervision
2. Reassignment
3. Retraining
4. Referral to another volunteer position
5. Dismissal from the HomeFirst program

### Volunteer Dismissal

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Grounds for dismissal may include, but are not limited to:

- Violation of program policies and procedures, court rules or law
- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs while performing volunteer duties
- Theft of property or misuse of program equipment or materials
- Mistreatment or inappropriate conduct toward clients, families, co-workers or cooperating agency personnel
- Failure to complete required initial or ongoing training
- Breach of confidentiality
- Failure to satisfactorily perform assigned duties
- Conflict of interest which can't be resolved
- Falsification of application materials or misrepresentation of facts during the screening process
- Criminal activities
- Existence of child abuse or neglect allegations
- Failure to attend regularly scheduled volunteer dates

My signature confirms that I have read and understand this Code of Conduct and that as a volunteer for HomeFirst, I agree to follow these standards. I understand that any action inconsistent with this Code of Conduct or failure to take action mandated by this Code of Conduct may result in my dismissal as a volunteer.

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Volunteer's Printed Name

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Volunteer's Signature

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Date

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Parent/Guardian Signature of approval  
(If volunteer is under 18 years old)

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Date