

VEAP's Code of Ethics and Standards

CONFIDENTIALITY and PRIVACY Standards

All parties', clients, donors, volunteers and other staff involved with VEAP programs have the right to privacy and confidentiality of both written and verbal information. As staff, you have may have access to very personal and important information on these involved parties'.

- As a VEAP staff or volunteer, I agree to show respect to the confidentiality and privacy standards, and will not discuss confidential information while at or away from VEAP unless when relevant and in private setting. Areas at VEAP that are not considered private areas are: hallways, lobby, waiting areas, kitchen, elevator, and restrooms. _____ (initial on line).
- As a VEAP staff or volunteer, I agree to protect the confidentiality of written and electronic records, and other sensitive information by storing information away from non-authorized users; including not sharing any involved parties' information with anyone except a VEAP staff member or another volunteer when relevant. _____ (initial on line).

VERBAL and WRITTEN LANGUAGE Standards

VEAP staff and volunteers are considered professionals and are expected to treat all VEAP involved parties' with respect.

- As a VEAP staff or volunteer, I agree to use respectful language in all communications to and about involved parties'. _____ (initial on line)
- As a VEAP staff or volunteer, I agree to adequately take measures to discourage, prevent, and correct unethical conduct of colleagues. _____ (initial on line)

DIVERSITY Standards

VEAP involved parties' have the right to make decisions, priorities, values and behaviors of their own and may be different from our own. It is not our job to judge anyone but rather support them in meeting their needs based on the services we offer.

- As a VEAP staff or volunteer, I agree to keep an attitude of open-mindedness and acceptance, and will bring a professional attitude to my volunteer work. _____ (initial on line)
- As a VEAP staff or volunteer, I agree to be aware of my own values and beliefs (i.e., political or religious), and agree to maintain them without imposing them on others. _____ (initial on line)

CONDUCT Standards

VEAP is a very diverse community and with such a community certain general policies of conduct must be adhered to. As a VEAP staff or volunteer, I agree...

- To be punctual and treat my work with professionalism. _____(initial on line)
- To accept supervision and direction. _____(initial on line)
- Not to be under the influence of alcohol or illegal drugs. _____(initial on line)
- Not to take VEAP supplies, donated food or goods for personal use (including discarded items).

_____ (initial on line)

- Not to accept gifts of any kind, including cash as a "tip" and will advise the giver to send the gift directly to VEAP. _____ (initial on line)
- To stay within the scope of the position assigned to me. _____(initial on line)

CLIENT CONTACT Standards

VEAP is built on the foundation of duty of care for our clients. This is to ensure that our neighbors are treated with respect and able to keep their dignity.

- I agree not to transport VEAP clients unless I have been assigned, received proper training and assignment to do so.
- I understand that I am not to have social contact with clients outside of my work for VEAP.
- I will show patience, respect, kindness, and understanding when dealing with VEAP clients.
- I will not judge, make assumptions, discriminate or label VEAP's clients.
- I will not initiate physical contact with clients.
- I agree not to make any derogatory, discriminating, or offensive remarks and gestures to or about VEAP

clients, staff and volunteers due to their race, color, gender, age, ethnicity, disability, sexual orientation, marital status, nationality, religious beliefs, income or public assistance status.

- I will not give money to clients

I acknowledge that as a VEAP staff or volunteer I represent VEAP. I have an obligation to my work, to the clients, to co-workers and to the public in upholding these codes of ethics, standards, and the mission "Neighbors serving neighbors in need. Improving lives of people in the community."