

VOLUNTEER PROFESSIONAL CODE OF CONDUCT

- Carry out the work with a commitment to the mission.
- Abide by all policies and procedures of the Food Shelf
- Fulfill and be accountable to all duties as outlined in the volunteer position description.
- Assure the safety and well-being of the clients of the Food Shelf.
- Interact with clients in a respectful and non-shaming way.
- Maintain the confidentiality of clients, donors, staff, and volunteers.
- Be responsible in reporting behavior, which violates agency policies and/or health and safety.

RESPECT:

- Respect each other and other's differences and styles; be curious and treat others how THEY want to be treated.
- Respect all clients, their cultures and family style.
- Respect the competence, expertise and integrity of all clients, staff, and volunteers.
- Behave appropriately in the presence of staff, volunteers, clients, and the public at large.
- Be considerate and use appropriate language.
- Be gracious and non-judgmental.

ACCOUNTABILITY:

- Do what you say you will do; hold other accountable for keeping commitments.
- Be responsible for all written communication pertaining to the volunteer position.
- Be accountable for decisions made.

COMMUNICATIONS:

- Communicate directly and listen actively.
- Clearly and respectfully communicate needs and respond to the communication of others.
- Use appropriate channels of communication and chain of command to resolve conflict with co-workers and volunteers.
- Deal directly with people and avoid triangles or three way conversations.

TEAMWORK:

- Work cooperatively and be a part of the solution.
- Give suggestions/options for problem resolution.
- Work as a cooperative team member with the staff and other volunteers.

TRUST:

- Trust others and be deserving of trust.
- Be honest and reliable.

SUPPORT:

- Support and encourage clients, staff, and volunteers.

ACKNOWLEDGE:

- Acknowledge others and celebrate their successes.

POSITIVE:

- Be positive and look for the positive in others.

FORGIVE:

- Let go of grudges.

PRIDE:

- Take pride in what you do and have the Nursery reflect that pride.

I have read the Professional Code of Conduct, understand its contents, and agree to follow them. As a volunteer of the Food Shelf I understand these are the minimal expectations for continuation of my volunteer assignment. I understand that the Code of Conduct can be changed, eliminated, or departed from by the Food Shelf without notification.

Volunteer Name (Please Print) Date

Volunteer Signature Date