



Developing a Volunteer Code of Conduct

When developing a code of conduct for volunteers responding to an emergency, organizations may wish to consider the following elements which were gleaned from a review of other agency and organization codes of conduct. This list is not intended to be exhaustive and in all cases, organizations developing a code of conduct will want to consult with their legal counsel.

Code of Conduct Sample Elements

Agency Mission Statement *(insert here)*

As a volunteer, I am committed to:

Personal responsibility

- Be dependable, recognizing the commitment and responsibility to my volunteer assignment(s)
- Accept assignment(s) consistent with my interest, abilities, and available time
- Accept assignment(s) with an open mind and a willingness to learn
- Accept feedback from my supervisor in order to do the best job possible
- Avoid conflict of interest situations and refrain from actions that may be perceived as such. Volunteers should reveal any potential or actual conflicts of interest as they arise
- Not accept tips, request meals to be paid for, or otherwise accept payment for my volunteer work
- Address ethical concerns by speaking directly with the colleague/responder with whom I have the concern; and when necessary, report such to my leader in the defined chain of command

Respect

- Treat all individuals with a sense of dignity, respect, and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions and the life-style of each person with whom I work.
- Avoid profane and abusive language and disruptive behavior that is dangerous to self and others.
- Abstain from the use of photo, audio or video recording equipment unless authorized
- Respect all confidential information. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed

while serving as a volunteer, whether this information involves a single staff, volunteer, client or other person.

- Not preach to anyone or pressure anyone to accept my political, cultural, or religious beliefs
- Comply with mandated reporting in cases of suspected child and vulnerable adult abuse or neglect.
- Respect and use all equipment appropriately and as required for my assignment. Abstain from the use of county equipment/resources for personal use

Safety

- Not use, possess, or be under the influence of alcohol or illegal drugs at any time while serving as part of an active unit (in an emergency or as part of a non-emergency public health initiative).
- Abstain from all illegal activity.
- Wear required identification and clothing. All items of clothing must be suitable for the work environment and should not contain offensive or objectionable material (slogans or graphics)
- Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations.
- Report suspicious activities to my supervisor.
- Recognize that I have a responsibility to adhere to the rules and procedures of the agency. Failure to do so or failure to satisfactorily perform my volunteer assignment may cause me to be subject to dismissal.

Volunteer Signature

Date