

## **Edgerton Community Outreach, Inc.**

### **Volunteer Code of Conduct**

---

Edgerton Community Outreach, Inc. (ECO) prides itself on high standards of excellence embodied by our mission and goals. We expect our volunteers to personify these ideals in their contact with persons both inside and outside the organization. The Code of Conduct is intended to provide guidelines for the professional, ethical, and socially responsible behavior we expect of our volunteers.

As a human services provider, positive customer relationships are critical to our organization's success. In dealing with clients, ECO volunteers will conduct themselves with fairness, courtesy and integrity. Volunteers will be respectful and nonjudgmental when dealing with clients and other volunteers. Volunteers will ensure confidentiality and privacy of a client's personal information unless law or an order from a regulatory agency requires disclosure.

Volunteers uncertain about the application or interpretation of the Code or who have questions or concerns about illegal or unethical acts are encouraged to discuss them with ECO's Volunteer Coordinator.

#### **Accuracy & Integrity of Records**

Edgerton Community Outreach, Inc. requires honest and accurate recording and reporting of information in order to make responsible business decisions.

All financial books, records and accounts must accurately reflect transactions and conform to required accounting principles. False or misleading entries for the amount or purpose of transactions are prohibited.

#### **Avoid Conflicts of Interest**

A conflict of interest arises when a volunteer must choose between the best interests of Edgerton Community Outreach, Inc. and their personal interests. All ECO volunteers must strive to avoid situations that create a conflict, create the appearance of a conflict or have the potential to create a conflict.

Some examples of situations that can cause conflicts of interest are provided. When in doubt, volunteers should discuss the situation with the ECO's Volunteer Coordinator.

### **Avoid Conflicts of Interest (continued)**

- Volunteers should not use their position to solicit or conduct business for personal benefit or gain, or for the benefit of relatives or close relationships.
- Volunteers should not solicit or accept gifts or benefits in excess of a minimal value from customers, suppliers, contractors, or other companies who do, or wish to do business with ECO that could in any way influence or appear to influence business decisions.
- No ECO funds or assets, including the work time of any volunteer may be used to participate in or intervene in any political campaign on behalf of any candidate for public office or elected official.

### **Protecting Confidential Information**

Volunteers will not be asked to handle sensitive client information. However, all information that a client provides shall be held in confidence. Volunteers shall not discuss with **ANYONE** the names of clients or client's information.

Volunteers shall promptly report to ECO's Volunteer Coordinator, Executive Director or Board President any unauthorized use or disclosure of confidential information by others.

### **Prohibiting Harassment**

We are committed to providing an environment for volunteers that is free of harassment or any other behavior that diminishes a person's integrity and self-esteem. Volunteers are encouraged to speak out if confronted with behavior that makes them uncomfortable and to report harassment when it occurs. Abusive, harassing, or offensive conduct whether verbal, physical, or visual is unacceptable and will not be tolerated. To report harassment see "Implementing the code of conduct" on page five.

### **Dress Code**

We ask all volunteers to dress modestly. No short shorts or skirts. No tank tops. No shirts that are low cut, all shirts must reach at least two inches below the collar bone. If we feel your dress is not modest, you may be asked by one of the staff members to change.

### **Dress Code (continue)**

ECO requires a name tag to prove easy identification for customers and cliental. The name tags will also allow new volunteers and staff /interns to learn names quickly and easily

All volunteers must wear a name tag on their shirt or on a lanyard. If a volunteer has forgotten their name tag they must inform the volunteer coordinator or staff member (if the volunteer coordinator is unavailable). The volunteer coordinator or staff will supply a temporary name tag. If there is a recurrence of a volunteer forgetting their name tag more than three times a written coaching form will be given. Name tags are asked to remain in volunteer's department/ work space to prevent losing or forgetting name tag. If a volunteer is to lose their name tag more than three times we ask the volunteer to purchase a new name tag badge holder and clip. ECO prefers to used budgeted funds to show appreciation for our volunteers and purchase needed supplies; therefore we would like to be conservative of how much is spent on replacement badge holders and clips.

### **Safety & Health**

The health and safety of Edgerton Outreach, Inc. volunteers are of outmost importance. We are all responsible for maintaining a safe workplace by following safety and health rules and practices. We must all review and improve workplace conditions to ensure a safe and healthful workplace and report unsafe conditions to the Volunteer Coordinator (if not in the office tell ECO staff member) immediately.

In order to protect the safety of all volunteers, each of us must report to work free from the influence of any substance that could prevent us from conducting our work activities safely and productively.

Threats of any kind, violent behavior and physical intimidation are prohibited.

### **Smoking**

Smoking is prohibited on Edgerton Community Outreach's property.

### **Protecting Assets**

Edgerton Community Outreach, Inc. assets, such as funds, materials or equipment, may only be used for business purposes and may not be used for personal benefit or gain.

## **Proper Use of Electronics**

Electronic mail and other internet-related systems are to be used only for Edgerton Community Outreach Inc. business. Additionally, all information on ECO computer systems, including electronic mail, is the property of Edgerton Community Outreach, Inc. Therefore, to ensure that computing resources are used in accordance with policy, the organization may monitor the use of its electronic media at any time.

ECO asks that volunteers please be respectful when mentioning ECO on social networking websites (ex: Facebook and Twitter).

## **Donation Guidelines**

Donated items which are in the Outreach building, on dock or are in the process of being donated are the **express property** of Edgerton Community Outreach, Inc. These donations have been given to ECO for the primary purpose of benefiting local people and families. Money generated by the sale of these items is absolutely necessary for the continued operation of ECO's programs now and in the future.

Volunteers of the Edgerton Community Outreach, Inc. have **NO** ownership of any item unless it has been properly paid for. Any item that leaves the building without proper payment is considered theft and will be handled accordingly. Any volunteer who takes unpaid items from the building without the expressed permission of the Executive Director will be prosecuted to the fullest extent of the law. (Customers of ECO who steal will be treated in the same manner.)

If an employee or volunteer would like to purchase an item that is already priced, they can simply purchase the item by taking to the cashier and having the cashier complete the transaction. If the item is not priced have a volunteer that normally does pricing or ECO staff price it and then purchase the item as asked above. A cashier wishing to make a purchase can have the next shift's cashier complete the transaction or check themselves out in front of the next shift's cashier.

Volunteers are able to make donations as they wish but need to understand it is done at their own free will and does not entitle different treatment or status of a volunteer. Any supplies purchased by a volunteer and brought to ECO will be considered a donation. Any supplies or tools that a volunteer brings to ECO and does not wish to donate are to be taken home with the volunteer each shift.

**Any volunteer that chooses not to follow this policy will be asked to resign.**

## **Implementing the Code of Conduct**

It is the responsibility of every volunteer to immediately report suspected misconduct, violation of the Code or dishonesty to ECO's Volunteer Coordinator. All volunteers shall be protected from retaliation for good faith reporting of actual or possible violations.

1. Report violation verbally to ECO's Volunteer Coordinator.
2. ECO's Volunteer Coordinator will determine what action is appropriate.
3. If not satisfied with action taken then discuss the situation with the Executive Director.

## **Investigating Violations**

All reported violations of the Code will be promptly reviewed and investigated in accordance with applicable laws and ECO procedures by the Board President or appropriate designee. All investigations will be treated confidentially to the greatest extent possible.

## **Action for Violations**

Appropriate action shall be taken for:

- Authorization or participation in actions that violate the Code.
- Failure to report a violation of the Code.
- Refusal to cooperate in the investigation of a violation of the Code.
- Retaliation against an individual for reporting a violation of the Code.

Action for the violations of the Code as listed above will be a verbal discussion the first time, a written coaching form will be given the second time, and dismissal if violation continues . Action for violations shall, when appropriate, include dismissal.

## **Thank You!**

E.C.O. would not exist without the hard work and dedication of our amazing volunteers. Thank you for donating your valuable time and energy!+

**Acknowledgement**

I, the undersigned volunteer, certify that I have received a copy of Edgerton Community Outreach Inc.'s Code of Conduct. I further certify that I have read the Code of Conduct and have been given an opportunity to ask questions regarding the Code.

I further certify that I understand my responsibilities relative to complying with the Code.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_