

Volunteer Code of Conduct

Purpose

To outline expectations and behaviours the United Way expects of its volunteers.

Definition of Volunteer

Volunteer *noun*

noun: **volunteer**; plural noun: **volunteers**; verb: **to volunteer**

1. a person who freely offers to take part in an enterprise or undertake a task.
a person who works for an organization without being paid.
2. freely offer to do something.
3. work for an organization without being paid.

Application

Volunteers that are not pre-screened by a third party agency (for example, Volunteer Lethbridge) will be required to complete a volunteer application. References will be checked before volunteers will be allowed to sign up for tasks that require skills such as cash-handling or dealing with sensitive information. For example, Administrative volunteers, Allocations Committee volunteers etc.

Applicants unwilling or unable to provide references may still be accepted as volunteers but will be restricted from certain activities until such time that references are provided.

Interview

Event volunteers will not generally be required to interview unless doing so will assist in determining suitable positions for individual volunteers.

Volunteers applying for positions on the Board of Directors or Allocations committee may require an interview with the Executive Director and/or the Board President to determine eligibility.

Volunteer Training/Orientation

Event volunteers will need to attend volunteer training/orientation sessions prior to United Way events, unless otherwise arranged. Individuals who volunteer regularly in a certain capacity (ex: Hurricanes games) may be excused from the orientation but are still responsible for attending the event on time.

Some details and instructions will arrive to volunteers via email. For the best experience, volunteers should provide the United Way with a valid email address that they check regularly.

Standards of Conduct (conflict of interest, representing the organization, confidentiality, alcohol/drugs/smoking, dress code, acceptance of gifts, allergies, reimbursement of expenses)

When volunteering at a United Way event or a third-party event in support of United Way, volunteers are expected to dress appropriately, use appropriate language and behave in a way befitting the organization. Volunteers who are privy to sensitive information will keep such information confidential.

Smoking will be restricted to break times and will be done in designated smoking areas.

The use of alcohol or illegal substances while on duty as a volunteer is not acceptable. Volunteers found to be using these substances will be relieved of their duties and risk having their volunteer eligibility terminated. The United Way may also choose to notify a third-party agency which directed the volunteers to United Way events to address the need for possible disciplinary actions.

It is not appropriate for volunteers to accept gifts (excludes donations to the organization) on behalf of the United Way or otherwise without permission. Doing so can create ethical issues and possible conflicts of interest for the United Way. Volunteers who encounter an individual wanting to give a gift should politely refuse and direct the individual to a United Way staff member for more information. If a staff member is not immediately present, a Volunteer Captain may direct the individual to contact the United Way during regular business hours.

The United Way will not reimburse volunteers for expenses unless agreed upon in advance. Volunteers whose expenses are approved will be required to provide receipts and complete necessary paperwork.

Termination of Volunteers

Volunteers may be terminated for use of alcohol or illegal substances while on duty as a volunteer, or for not maintaining confidentiality of sensitive materials. Volunteers on duty will be terminated for harassment towards other volunteers, staff members, event attendees or other members of the public.

Volunteers who repeatedly fail to fulfill their commitments without proper notice run the risk of being terminated. The United Way may choose to address the first incident with a simple reminder of the commitment, the second with a warning and the third with termination. Volunteers who cancel a commitment with notice and reason will not be warned or terminated unless the frequency of cancellation becomes a problem.

Harassment

Harassment is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates you. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.

Harassment occurs when someone:

- Makes unwelcome remarks or jokes about race, religion, sex, age, disability etc.
- Threatens or intimidates.
- Makes unwelcome physical contact, such as touching, patting, pinching or punching, which can also be considered **assault**.

Harassing behaviour will not be tolerated and will result in termination.

Grievance

Volunteers wishing to grieve a termination will have the opportunity to state their case. Reinstatement will be granted at the discretion of the Executive Director, Board President, volunteer manager or a combination of the three.