



## Volunteer Code of Conduct

Volunteers are expected to act in an ethical manner that will safeguard the reputation and integrity of Hilltop. Volunteers must refrain from engaging in any matters in which personal interest conflict, potentially conflict or appear to conflict with those of Hilltop.

Volunteers are required to follow the ethical code of conduct of the organization that protects the interest of all clients, residents, volunteers, employees and Hilltop.

### **All volunteers of Hilltop should subscribe to the following ethical code of conduct:**

1. To remain sensitive to, and be respectful of, ethnic, cultural, religious, and lifestyle diversity of employees, volunteers, clients and their families.
2. To respect and protect the confidentiality of information concerning volunteers, donors, employees, clients and their families.
3. To support employees and volunteers in bringing constructive criticism of Hilltop through appropriate channels and avoiding public conversations regarding employee or volunteer concerns.
4. To avoid behaviors which bring justifiable, critical comments on Hilltop from the general public.
5. To avoid any transactions that could result in personal or financial gain as a result of your involvement with Hilltop.
6. To refrain from giving or accepting anything- money or gifts without consulting with the program liaison or coordinator; or to solicit or accept loans of any sums of money from clients/residents or a client/resident family.
7. To maintain professional boundaries with clients, residents, employees and volunteers. This is to include all personal/sexual behavior.

**The following are only some examples of inappropriate conduct which could lead to release from the volunteer program:**

1. Excessive tardiness or absenteeism.

2. Volunteering in any capacity with the organization while under the influence of alcohol or illegal drugs and/or the unauthorized possession, distribution, sale, transfer or use of alcohol or illegal drugs.
3. Theft or inappropriate removal or possession of Hilltop property or that of any volunteer, employee, client, resident and/or client/resident family member.
4. Willful neglect or damage to Hilltop property or interest.
5. Unauthorized disclosure of confidential information.
6. Inappropriate use of office equipment including telephones, computer equipment or systems, email or other Hilltop owned property.
7. Unsatisfactory performance of duties or inappropriate conduct.
8. Assaulting or threatening to assault another person.
9. Behavior in the work environment that may be harmful to morale or work performance.
10. Rudeness, insolence or offensive behavior toward a customer, client, resident, volunteer or employee.
11. Falsification of records or reports including volunteer reports of time, or other acts of dishonesty.
12. Violation of the volunteer policies contained in this handbook, and/or violation of the policies of your program/department.

By signing below, I acknowledge and agree to abide by Hilltop's Volunteer Code of Conduct.

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Volunteer Signature

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Date