



## Volunteer Code of Conduct

### **Dignity and respect**

The Exodus Foundation's goal is to provide courteous service in an atmosphere of dignity and respect. As a volunteer we ask for your cooperation in creating a welcoming, friendly, nonjudgmental and respectful environment.

Volunteers become representatives of The Exodus Foundation and are seen as having official status. For this reason, volunteers are expected to exercise the same kind of professional discretion required of paid staff.

### **Fraternalisation**

Actions which might be appropriate in a social setting – such as giving or lending money, giving a phone number, or establishing other personal relationships - are not appropriate for an Exodus Foundation volunteer in relations to guests during your time of volunteer service.

### **Teamwork**

Volunteers will be asked to work with a diverse group of people to ensure the smooth running of all services provided by the Exodus Foundation.

Volunteers are asked to help in whatever capacity is needed. Exodus Foundation staff will accommodate special needs whenever possible, but volunteers are asked to be flexible in their job assignment and be willing to do whatever is needed in their role

Refusal to follow staff directions or the inability to work as part of a team may be cause for termination.

### **Sexual Harassment**

All Exodus Foundation community volunteers are expected to be aware of the sexual harassment guidelines and not engage in sexual harassment of any nature. The guidelines are defined as follows:

- Sexual harassment is behaviour of a sexual or coercive nature directed at another person who does not welcome it. This behaviour could be directed at any person or group by another person or group and may be intentional or unintentional.
- Making unwelcome sexual advances, or an unwelcome request for sexual favours, to the person harassed or engaging in any other unwelcome conduct of a sexual nature in relation to the person harassed, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

### **Confidentiality**

Clients and volunteers have the right to expect that we will not divulge information about the presence, activities, or plans of those we meet during our work at The Exodus Foundation.

When engaged in casual conversation, volunteers are asked not to gossip about other volunteers or guests.

Information about The Exodus Foundation's guests and volunteers is not to be given out to visitors or callers. We are not to confirm or deny any queries for information.

### **Personal use of donations and gratuities**

- All donations are intended solely for the use of our guests.
- Taking an item for personal use, including food from the restaurant, is cause for termination.
- Volunteers are encouraged to have a meal during their break, but food cannot be taken from our premises. The Exodus Foundation's staff and volunteers are not allowed to accept tips, gratuities or gifts from guests or others.
- The services provided by The Exodus Foundation are intended for the use of our guests and are not to be used by staff or volunteers.

As a volunteer at The Exodus Foundation, you accept your role as outlined in the position description. You must understand and agree to abide by all policies and procedures outlined in the Volunteer Information materials. You understand that if you are unwilling to abide by these policies and procedures you will be asked to discontinue your volunteer service at The Exodus Foundation.