

Foundation for the Homeless

Volunteer Code of Conduct

As a volunteer for the Foundation for the Homeless (FFH), your primary goal is to provide appropriate services and support for homeless persons, families and their children who are participants of FFH. In doing so, a volunteer must observe and comply with the Code of Conduct set forth in this document. If a situation is questionable, consult a staff member of Foundation for the Homeless. Any violation of this code is grounds for termination.

- 1. A volunteer shall treat all participants*, volunteers, staff members and representatives from collaborating agencies with respect, courtesy, fairness and good faith.*
- 2. A volunteer shall safe guard the participant's right to confidentiality within the limits of the law.*
- 3. A volunteer shall discuss any suspicion of child abuse with staff immediately.*
- 4. A volunteer shall demonstrate non-discrimination among all persons served, and among the employees, volunteers, and others involved with the program.*
- 5. A volunteer shall respect the interfaith nature of the program and refrain from proselytizing (to proselytize: to induce someone to convert to one's own religious faith).*
- 6. A volunteer shall report all conflicts with program participants to staff immediately and work with staff on resolving conflicts.*
- 7. A volunteer shall report any personal complaint or grievances, and any program complaints or grievances reported to him/her, through the grievances process.*
- 8. A volunteer shall refrain from providing services while impaired owing to the volunteer's physical and mental health due to use of medication, drugs or alcohol.*
- 9. A volunteer shall refrain from secluding himself or herself alone with a participant or a participant's child by remaining in sight of other participants, volunteers, or staff of FFH.*
- 10. A volunteer shall obtain parental consent for each child they wish to take off site. Participants may be asked to sign documentation confirming they are releasing their children to a volunteer.*
- 11. A volunteer shall refrain from providing personal information (i.e. phone number & address) to a participant. A volunteer will inform a staff member of FFH with any exceptional circumstance.*
- 12. A volunteer shall respect the participant's and their own roles with FFH and refrain from establishing romantic relationships while participants are in the program (IHN specifically).*
- 13. A volunteer shall refrain from offering money or other gifts directly to participants. If a volunteer wishes to donate on behalf of a specific family s/he should contact the shelter manager or the participant's case manager so the matter can be handled appropriately. This rule is designed to honor boundaries and client confidentiality, and protect both*

volunteers and participants from developing inappropriate relationships. A participant who receives special attention or gifts from volunteers may feel beholden to the volunteer or raise suspicion and jealousy among other participants. Moreover, a volunteer who gives directly to a participant can unwittingly undermine their relationship with the case manager and jeopardize the participant's ability to receive other benefits.

Your signature below means that you understand and agree to abide by this Code of Conduct. You are also acknowledging that you have received a copy of this agreement.

Volunteer _____ Date _____

Staff _____ Date _____

* The term *participant* refers to all persons and their children currently engaging in a program of Foundation for the Homeless.

**Foundation For the Homeless, Inc.
Confidentiality Agreement**

I, _____, agree as follows in consideration of my assignment as a staff member, intern, volunteer, or a participant in the programs of the Foundation For the Homeless, Inc.

1. I acknowledge that I have been advised that all work or activities I am assigned may involve material and information of a highly sensitive and confidential nature.
2. I shall hold in trust all confidential and proprietary information acquired during my assignments or activities that relate to the client or clients and her/his children, and except as may be authorized by an adult client in writing; I shall not disclose or divulge to any person any such information.
3. I promise to hold all confidential and proprietary information relating to clients and the children of clients in trust and to maintain said confidentiality even after my association with the Foundation For the Homeless, Inc.

Signature _____

Date _____

