

GLADE RUN LAKE CONSERVANCY

Volunteer Code of Conduct

1 Preamble

1.1 Background

- 1.1.1. Volunteers are a public face of the organization they represent, and even though they give their time freely, they are still a part of the overall management and structure of the organization they represent and work within.
- 1.1.2. Rights and Responsibilities set the standards of a Volunteer Program within the organization and assist both the organization and each volunteer to abide by the philosophy and ethos of the organization. The organization, hereafter, shall be known as Glade Run Lake Conservancy or GRLC.
- 1.1.3. GRLC will have a significant commitment to its Volunteers and has substantial responsibilities to them as well.
- 1.1.4. Volunteers will abide by the Codes of Conduct, which identifies that volunteers have responsibility with regard to their behavior and activities while carrying out their duties.

1.2 Purpose

- 1.2.1. This document is a public declaration of the standard of conduct expected of all volunteers within the Volunteer Program of GRLC.
- 1.2.2. The document serves as a commitment to elected members, the community, staff and fellow volunteers, and encompasses the obligations of GRLC to its volunteers.

1.3 Scope

- 1.3.1. The standards outlined in this document align with the National Standards for Volunteers in Not for Profit Organizations.

2 Definitions

- 2.1.1. **Volunteer** means a person who willingly provides unpaid help in the form of time, service or skills through the GRLC Volunteer Program and is a member of GRLC.

3 Code of Conduct

3.1 *General Duty of Volunteers*

- 3.1.1. Volunteers should recognize the requirements of this Code of Conduct as the standards that will be adopted in the performance of their function and role.

3.2 *Principles of this Code of Conduct*

- 3.2.1. There are three broad elements that underpin the ethics and standards of the conduct of volunteers of the GRLC Volunteer Program:

- a. Integrity
- b. Respect
- c. Accountability

3.3 *Integrity*

- 3.3.1. Volunteers must act in a fair, honest and proper manner according to the law. This includes but is not limited to:
 - a. Behaving in a reasonable, just and nondiscriminatory way when carrying out all aspects of their roles and responsibilities.
 - b. Acting in good faith and not for improper or ulterior motives.
 - c. Adhering to the guidelines that relate to the acceptance of gifts and gratuities.
 - d. Being able and prepared to identify himself or herself as a volunteer at all times.

3.3.2. Volunteers must act with reasonable care and be diligent in the performance of their duties and role, ensuring they:

- a. Carry out lawful policies, instructions and decisions of GRLC in a respectful manner.
- b. Insofar as is practical, based on individual experience and training, be aware of the effectiveness and efficiency of the activities and services for which they are responsible.

3.3.3. Volunteers use GRLC resources in a proper and responsible way:

- a. Being mindful of the way in which resources are deployed.
- b. Giving consideration to budget provisions and guarding against wasteful practices.
- c. Ensuring that resources are used in the community's interest.

3.3.4. Volunteers guard against a Conflict of Interest by:

- a. Abiding by GRLC Guidelines and Policy regarding receiving gifts or other forms of payment.
- b. Ensuring that personal interest does not adversely influence the way in which they carry out their duties.
- c. Declaring any known Conflict of Interest and not participating in any decision making process where they have a Conflict of Interest.

3.4 *Respect*

3.4.1. Volunteers must be fair and honest in their dealings with individuals and organizations and behave in a manner that facilitates constructive communication between GRLC, other volunteers and the community.

3.4.2. This means volunteers will:

- a. Be honest and fair dealing with all members of the community.
- b. Demonstrate courteous and sensitive behavior that does not discriminate against people.
- c. Be aware of and disclose any situation that may create conflict between their public and voluntary roles.
- d. Guard against the misuse of a volunteer's position to gain an advantage for themselves or others.
- e. Avoid unnecessary physical contact.
- f. Be punctual and reliable
- g. Advise the designated officer or board member of GRLC if unable to perform the designated role for any reason.

3.4.3. When representing GRLC in the community, volunteers will:

- a. Provide an accurate and fair representation of GRLC decisions.
- b. Conduct themselves in a manner that will not reflect unfavorably on GRLC.
- c. Have regard to the appropriate dress code and hygiene.

3.4.4. Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving GRLC's objectives by:

- a. Seeking to develop a relationship with fellow volunteers and staff that is mature and constructive and based on mutual trust and respect.
- b. Conducting the relationship with courtesy and respect.

- c. Acknowledging the value of diversity and the right of all points of view to be heard and considered.
- d. Contributing to a working environment that is free from harassment or bullying.

3.5 Accountability

- 3.5.1. Information obtained by volunteers in the course of their duties and functions is respected and used in a careful and prudent manner. Volunteers understand that:
 - a. Information obtained by a volunteer as a result of his or her role is not to be willfully used for any purpose that results in an adverse impact on GRLC's business.
 - b. Volunteers will not make comments to the media unless authorized by the GRLC Board.
 - c. Volunteers must respect and maintain confidentiality.

3.6 Compliance with this Code of Conduct

- 3.6.1. Volunteers are personally responsible for ensuring that compliance with the Code of Conduct occurs.
- 3.6.2. The GRLC's Board is also responsible for ensuring that volunteer compliance with the Code of Conduct occurs.
- 3.6.3. Questions of compliance raised by other volunteers and/or members of the Board or members of the community regarding the Code will be considered by the GRLC's Board in accordance with the agreed Complaints Handling Process.

3.7 Training

- 3.7.1. GRLC is committed to providing information and training to these volunteers to ensure that they understand the requirements of the Code of Conduct.

4 Rights and Responsibilities

4.1.1. Volunteers have the right to:

- a. Be recruited in accordance with equal opportunity and anti-discrimination legislation.
- b. Be given accurate and truthful information about the Volunteer Program.
- c. Work in a healthy and safe environment in accordance with GRLC policy.
- d. Be given a copy or have access to the GRLC Volunteer Policy on the website.
- e. Be given or have access to any other policy or procedure that affects their role.

4.1.2 Volunteers have a responsibility to:

- a. Be reliable and accountable for their actions.
- b. Respect confidentiality and carry out the role according to the role description.
- c. Agree to work in a safe and healthy manner and ask for support when they need it.
- d. Be committed to the organization and its volunteer philosophy.
- e. Undertake training as required by the organization.
- f. Give notice before they leave the organization.
- g. Value and support other team members and have respect for our environment, surroundings and equipment.
- h. Comply with the requirements of this document.

4.1.3. The GRLC has a right to:

- a. Make decisions about the placement of volunteers.
- b. Review volunteer performance.
- c. Expect volunteers to perform given tasks to the best of their ability.
- d. Expect from all volunteers respect and courtesy toward clients, paid and voluntary staff.
- e. Set the parameters and guidelines of volunteer roles.
- f. Release a volunteer who is not appropriate for the volunteer work.

4.1.4. The GRLC has a responsibility to:

- a. Provide a clear outline of any voluntary duties.
- b. Provide Orientation to volunteers.
- c. Set clear lines of communication about complaints and conflict resolution procedures.
- d. Provide safe, healthy working conditions.
- e. Include volunteers in relevant decision-making processes.
- f. Provide supervision and support.
- g. Provide clear policies relating to the role of volunteers within the GRLC organization.

