



Volunteer Professional Code of Conduct

Mission: The mission of Age Well Arrowhead is to connect older adults and caregivers with services that support healthy aging and independence.

- Carry out the work with a commitment to the mission
- Abide by all policies and procedures of the agency
- Fulfill and be accountable to all duties as outlined in the volunteer position description(s)
- Interact with clients in a supportive, non-judgmental manner
- Maintain the confidentiality of clients, donors, staff and volunteers

Respect:

- Respect each other and other's differences and styles; be curious and treat others how THEY want to be treated
- Respect all clients, their families, their cultures and family style
- Respect the competence, expertise and integrity of all clients, staff and volunteers
- Behave appropriately in the presence of staff, volunteers, clients and the public at large
- Be considerate and use appropriate language
- Be gracious and non-judgmental

Accountability:

- Do what you say you will do; hold others accountable for keeping commitments
- Be responsible for all written communication pertaining to the volunteer position
- Be accountable for decisions made

Communications:

- Communicate directly and listen actively
- Clearly and respectfully communicate needs and respond to the communication of others
- Use appropriate channels of communication and chain of command to resolve conflict with co-workers and/or volunteers

Teamwork:

- Work cooperatively and be part of the solution
- Give suggestions/options for problem resolution
- Work as a cooperative team member with the staff and other volunteers

Trust:

- Trust others and be deserving of trust
- Be honest & reliable

Support:

- Support and encourage clients, families, staff and volunteers

Acknowledge:

- Acknowledge others and celebrate their successes

Positive:

- Be positive and look for the positives in others

Forgive:

- Forgive others for their actions and let go of grudges

Pride:

- Take pride in what you do and have Age Well Arrowhead reflect that pride.

Volunteer Relations: (This section applies to staff)

- Greet and welcome volunteers every time they are at Age Well Arrowhead offices
- Support volunteers in their efforts whether with clients or through other tasks and projects at the agency or in the community
- Speak to the volunteers about the positive work that we are all doing for older adults and caregivers in our community
- Thank volunteers for their time and commitment to Age Well Arrowhead.

I have read the Professional Code of Conduct, understand its contents and agree to follow them. As a Volunteer for Age Well Arrowhead, I understand these are the minimal expectations for continuation of my volunteer assignment. I understand that the Code of Conduct can be changed, eliminated or departed from by Age Well Arrowhead without notification.

Volunteer Name (please print)

Date

Volunteer Signature

Date