



LAKESIDE HOPE HOUSE VOLUNTEER CODE OF CONDUCT & CONFIDENTIALITY STATEMENT

Lakeside HOPE House is a community-based organization dedicated to overcoming poverty everywhere. Part of creating a positive community, where every visitor feels welcome and safe, is creating the appropriate environment where all our visitors feel comfortable, appreciated, respected and dignified. Volunteering at Lakeside HOPE House is subject to the observance of the organization's code of conduct and policies/procedures. **The activities listed below are strictly prohibited.** Any volunteer who violates this code is subject to disciplinary meeting and further measures, up to and including the termination of the volunteer opportunity from the individual.

- Abusive language towards a staff member, volunteer or another participant.
- Use of profanity, vulgar language or discriminatory language (insults based on gender, race, religion, orientation etc.)
- Possession or use of alcoholic beverages or illegal drugs on Lakeside HOPE House's property or volunteering while under the influence of drugs or alcohol.
- Bringing onto Lakeside HOPE House's property dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items.
- Discourtesy or rudeness to a fellow participant, staff member or volunteer.
- Verbal, physical or visual harassment of another participant, staff member or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health or well-being of others.
- Failure to follow any agency policy or procedure as directed.
- Bullying or taking unfair advantage of any participant.
- Taking anything (other than personal belonging) from Lakeside HOPE House without direct permission.
- Failing to cooperate with an adult supervisor/leader/mentor.
- Not acting as a positive ambassador of HOPE House (i.e. talking negatively or posting on social media negative comments about staff, volunteers or community members)

I have read and I understand the Lakeside HOPE House's Code of Conduct. I agree to abide by the rules described above and understand that I may be removed as a participant if I violate any of these rules.

Signature _____ Date _____

Witness _____ Date _____



I will respect the dignity and privacy of any community member, volunteer or employee of Lakeside Hope House and will not judge. I understand the need to treat any information obtained with strict confidentiality.

Information contained in community member and volunteer records for Lakeside Hope House must be maintained in a confidential manner at all times. As a volunteer of Lakeside Hope House, you are required to maintain confidentiality. However, information obtained that causes concern to the volunteer or employee regarding the safety and well-being of themselves or others, should be shared with the volunteer shift supervisor, Immediate Relief Manager or Director.

The unauthorized access to, modification, deletion or disclosure of information may compromise the integrity of Lakeside HOPE House or otherwise violate individual rights of privacy. Distribution and/or reproduction of any record or information outside the intended and approved use is strictly prohibited and is contrary to the Privacy Act.

I have read and I understand the Lakeside HOPE House's Confidentiality Statement and agree to abide by the rules described above and understand that I may be removed as a participant if I violate any of these rules.

Signature _____ Date _____

Witness _____ Date _____