

VOLUNTEER AGREEMENT OF CONDUCT

As volunteers of Family Haven, there is a responsibility to display integrity in all our decisions and actions. These guidelines are necessary to give the clients a safe and therapeutic environment in which they can recover.

The following is a list of basic values:

- 1) To provide high-quality services to our clients.
- 2) To be honest, trustworthy and reliable in our relationships with the clients and the staff.
- 3) To model a healthy lifestyle to our clients.
- 4) To protect the client community from physical and/or psychological trauma.
- 5) To recognize our limitations and provide only the services for which we are qualified by training or experience.
- 6) To avoid engaging in activities seeking to meet our own personal needs at the expense of the client.
- 7) To operate as a team, respecting each volunteer/staff member's perspective and experience as a valuable component to our work.
- 8) To present ourselves as a united front to the clients despite differences of opinions.
- 9) To demonstrate a willingness to continually seek our own personal and professional growth.

Women come to Family Haven to change something about their lives. They are vulnerable and are experiencing some sort of turmoil when they enter our program. Trust develops and intimate information and secrets are shared with us. Our opinions are important to these clients, and we have very real power to influence their lives in profound ways.

This is not a mutual relationship. We do not share our most vulnerable selves with them. Our clients are encouraged to focus on themselves. Family Haven may be the only place where they can do this, which gives us a certain amount of power. Because of this inherent power imbalance, we must be zealous in maintaining good boundaries with our clients and remembering that their welfare is paramount.

VOLUNTEER - TO - CLIENT CONDUCT

Please inform staff if therapeutic (above and beyond the prescribed program), social, or other contact is to be accepted, initiated, or encouraged by Family Haven volunteers with regard to current or recent clients. This includes, but is not limited to meetings, housing and sponsoring.

Do not accept money or gifts from any client. Do not agree to hold money or valuables for a client. Do not lend or borrow money. Please inform staff if you want to provide clothing, donations, special gifts etc. to clients.

Do not attempt to counsel any client if you are not trained and qualified.

Do not ask any client to do any personal favors for you.

Do not share any personal information about yourself with the clients unless you are sure the information is of direct benefit to the client. Clients should not be used as personal "sounding boards."

Do not share any personal information about any staff member, volunteer or client with any other client.

You must have a client's consent before using any information about them for social media, speaking engagements, photos, etc. Please refrain from connecting with a current client on social media. Once they have left our program, you may engage with them through this medium if desired.

It is not okay to share information about a former client to anyone. Be careful about what you say to "concerned relative."

Personal phone numbers and addresses of staff members are not to be given to any client or former client.

Volunteers are to take special precautions to avoid physical contact, comments or gestures that may be misinterpreted by clients as sexual advances. It is the responsibility of the volunteer to model appropriate touch.

Do not transport clients in your own vehicle unless it is approved.

Do not take a client or recent client home with you.

Please share any information you have regarding a client with staff. It is strongly discouraged to keep any secrets with a client.

If a client indicates that there is clear and imminent danger to themselves or to the community, please contact the staff *immediately*.

It is requested that you share any contact you may have with a recent client (letter received, phone calls, etc.) with staff.

VOLUNTEER - TO - STAFF CONDUCT

Team unity is to be the top priority!

In order to work together effectively, it is important to communicate as openly and honestly as possible. Each volunteer is encouraged to share their perspective and give input on how they perceive the clients growing or struggling.

Staff members & volunteers must be careful to hold discussions about clients where they cannot be overheard (i.e. not around the dinner table or in the hallway, etc.).

Volunteers and staff have the responsibility to model conflicts in the way the clients are expected to handle them:

- 1) Go directly to the person one-on-one first.
- 2) If a resolution is not achieved, the matter should be brought before supervisory staff.

Disagreements are to be handled among the volunteers & staff without the client's involvement.

If a client expressed that she is having a problem with a staff member or other volunteer, it is important to direct that client back to the staff member. You are not to attempt to solve the conflict for them or take sides.

GENERAL CONDUCT

Volunteers are expected to dress with modesty, discretion and sensitivity to our clients need for recovery.

CONFIDENTIALITY

In order to assure the physical and emotional safety of all the residents, confidentiality is imperative. The following are policies of Family Haven that are in place in order to maintain confidentiality:

RECYCLING PAPER

Any paper that has any names of residents must be shredded rather than recycled.

DISCUSSION OF CLIENTS

Discussions held by staff members or volunteers regarding residents need to be held in areas where there is little to no likelihood of the conversations being overheard by others (restaurants, etc.).

TALKING ABOUT YOUR VOLUNTEER WORK TO PEOPLE OUTSIDE THE ORGANIZATION

When sharing about your volunteer work at Family Haven to friends, family,

donors, etc. do not share information, stories or names of any residents without written consent. Even with consent, we must exercise discretion in sharing detailed information about our residents.

CLIENT CONTACTS

When talking with a resident, do not share any information about other residents. It is also not appropriate to tell a resident what other volunteers or staff members have stated or written about that resident.

I have read the Volunteer Agreement of Conduct and understand them. I am willing to commit to upholding these standards and to being held accountable to them.

Volunteer Signature

Date