

## Volunteer Code of Conduct

These are our detailed policies regarding volunteers at The Connecticut Association for Human Service (CAHS) program – The Connecticut Money School; most of these are discussed in your orientation.

### Purpose of Volunteer Policies

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. CAHS reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Program Director, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Program Director.

### Definition of 'Volunteer'

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the agency. A "volunteer" must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the agency.

### "Mandatory" Service

CAHS also accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a written agreement must be in effect with the organization, school, or program from whom the special case volunteers originate and this agreement must identify responsibility for management and care of the volunteers. This agreement must be reached in writing before the volunteer begins, and it is the responsibility of the volunteer to secure this agreement with the appropriate organization. The Program Director is happy to speak with supervisors by phone to explain our program and answer any questions.

### Service at the Discretion of the Agency

CAHS accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the agency. Notice of such a decision should be communicated as soon as possible to the Volunteer Coordinator.

### Representing the Connecticut Money School

Volunteers are asked to not contact organizations or individuals on behalf of CAHS or the Connecticut Money School unless they are given express written directions to do so by the Program Director. Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions and only to the extent of such written specifications.

### Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency or other corrective action.

## Orientation

Volunteers are expected to follow all directions provided to them in the orientation. This includes, but is not limited to, meeting the requirements of the volunteer assignment description, subscribing to the volunteer portal on the CT MONEY SCHOOL website, and following the reporting guidelines outlined in the orientation. By replying to this orientation with a request for an assignment, the volunteer is agreeing to both the policies set forth in this orientation the policies outlined in this volunteer agreement & code of conduct.

## Contacting Other Volunteers

Occasionally, volunteers will need to contact other volunteers with regard to their activities with the Connecticut Money School. We expect all such communications among volunteers to follow general etiquette guidelines. The Volunteer Coordinator will not share contact information about a volunteer with another volunteer without the express consent of all parties involved. We encourage volunteers to use common sense when communicating with other volunteers -- or participants. We suggest your following this rule: don't reveal anything about yourself to a participant or volunteer that you would not feel comfortable revealing to a stranger you met on the street.

## Solicitation for Business

CAHS Connecticut Money School volunteers often work full-time in for-profit professions. Volunteers are strictly prohibited from soliciting for business from participants and host sites for any reason. Volunteers are prohibited from selling goods and services, offering business deals, or referring participants to other for-profit entities for any reason. Volunteers that do not adhere to this policy will be dismissed from the assignment immediately.

## Reimbursement

Reimbursement may be provided for necessary expenses in extreme cases related to a volunteer's assignment. Travel reimbursement is applicable when the volunteer travels more than 30 miles roundtrip to complete an assignment. Travel reimbursement is at the same rate and subject to the same limitations as that received by paid staff. All reimbursements must be approved by the Program Director prior to the expenses being incurred by the volunteer.

## Safety

The safety of our volunteers is important to us. To that end, CT MONEY SCHOOL will not release a volunteer's phone number, age or other personal information to anyone outside of our organization or to other volunteers without that volunteer's written permission to do so. At times our services are provided in high-crime communities. CT MONEY SCHOOL encourages every volunteer to use common sense when going to a workshop or meeting with the participant. If for any reason you feel unsafe, please let the Volunteer Coordinator know as soon as possible.

## Ending Your Volunteer Role

You can cease volunteering with CT MONEY SCHOOL upon the completion of any volunteer assignment, or when you are not currently engaged in an assignment. You may stay subscribed to the e-mail lists as long as you wish, regardless of your volunteering status with CT MONEY SCHOOL. If you unsubscribe, please send us an e-mail to let us know that you will no longer be volunteering with us and why.

## Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of CAHS or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.

# Volunteer Code of Ethics

**Volunteers working for the Connecticut Money School will demonstrate the following:**

**Respect:** For all participants, program partners, and other stakeholders involved in this program.

**Appreciation:** For the confidential nature of the work.

**Dependability:** In providing immediate notice if unable to fulfill the terms of an assignment

**Loyalty:** To CAHS, its staff, and other volunteers.

**Willingness:** To comply with requirements, regulations, and procedures.

**Belief:** That every participant is creative, resourceful, whole and deserving of genuine warmth, courteous treatment, and tolerance.

**Sincerity:** To genuinely provide help and assistance to people.