



THE SALVATION ARMY STANDARDS OF CONDUCT

Volunteers are expected to represent The Salvation Army both in person, on the telephone, and in all written correspondence in a way that is in concert with the mission of The Salvation Army by respecting all colleagues, whether supervisory, subordinate, or peer and strive to develop a workplace environment that is supportive of the ministry of The Salvation Army, each other, and persons entering their sphere of influence including clients, vendors, and the public.

Volunteers are expected to adhere to the highest standards of personal, professional, and business ethics and to always use good judgment about the way they conduct themselves, especially when on duty or representing The Salvation Army. Honesty, respect, and care in dealings with others on the job, in performing their duties, and in dealings with clients, vendors, and visitors should be standard benchmarks. It is important to avoid even the appearance of unethical behavior in all business relationships.

Volunteers are expected to exhibit an ability and willingness to perform all duties with an understanding of the mission, ministry, philosophy, culture, and protocol of The Salvation Army and conduct all duties in accordance with the ministry of the organization and its Christian principles.

I, _____ agree to abide by **The Salvation Army, Northeast Florida**, standards of conduct, including the attached policies section covering the Drug Free Workplace policy, Notice of Anti-Harassment policy, Process for Filing a Complaint, Professional Ethical Conduct, Relationship With Clients, Professional Boundaries and Volunteer Dress Code sections.

I have read and understand the policies and agree to uphold and abide by them.

Signature

Date

Policies

DRUG-FREE WORKPLACE POLICY

Scope:

This policy applies to all persons performing work (compensated or uncompensated) on Salvation Army property.

Purpose:

The Salvation Army is dedicated to fulfilling its religious and charitable purposes in an environment free from the presence or use of alcohol, drugs, and other controlled substances. We recognize that the use of alcohol or drugs can impair your mental and physical capabilities to perform your best work. The Salvation Army intends to remain free of the problems associated with drugs/alcohol, which include accidents, safety violations, insurance cost escalation, and a rise in criminal activities. Our policy is to cooperate with law enforcement and regulatory authorities to provide an opportunity for rehabilitation and at the same time, achieve a drug-free environment.

Policy:

The possession, manufacture, distribution, dispensation, use or sale of intoxicants, illegal narcotics, drugs, or "controlled substances" on Company property by any worker is specifically prohibited. It is a dischargeable offense, without recourse. Any circumstances that indicate the violation of state, federal or local laws are to be reported to the appropriate law enforcement officials, and The Salvation Army will cooperate in criminal prosecutions.

Reporting for duty or working while under the influence (whether legally "intoxicated") of any controlled substance (including medications prescribed by a doctor) that affects the ability of the worker to safely operate a vehicle or conduct his/her duties or affairs, is specifically prohibited. Use of illegal drugs at any time that has an adverse effect work performance is similarly prohibited even when used off-site and may result in termination for those working under such influence. Termination of employee will be consistent with precedent.

NOTICE OF ANTI-HARASSMENT POLICY

It is the policy of The Salvation Army to promote a civil and productive work environment and we do not tolerate any form of conduct that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile work environment. All forms of harassment, including sexual harassment, are prohibited and will not be tolerated. to create and maintain a work environment that is free of unlawful harassment including sexual harassment. In keeping with this commitment, The Salvation Army will not tolerate harassment by anyone including any employee, supervisor, manager, co-worker, vendor, client or customer of The Salvation Army.

HARASSMENT: Verbal, physical or visual conduct of a sexual, racial, ethnic, or other type which, in the person's opinion, impairs his/her ability to perform his/her job.

SEXUAL HARASSMENT: Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when such conduct:

- Is made explicitly, or implicitly a term or condition of employment, or
- Is used as a basis for employment decisions, or
- Has the purpose or effect of interfering with work performance or creating an otherwise offensive working environment.

PROCESS FOR FILING A COMPLAINT:

- Respond to the problem when the harassment occurs. Make your feelings absolutely clear. Sometimes people do not realize that they are being offensive.
- Report continuing harassment to your supervisor. If the harasser is your supervisor, go to the person who is responsible for your supervisor.
- Retaliation against a person for either filing a complaint of harassment or providing information regarding such a complaint is strictly prohibited. Any person found to be engaging in such retaliation would be subject to discipline, up to and including dismissal.
- Confidentiality of the parties involved, the details of the complaint, and the findings of the investigation will be protected consistent with the need to enforce this policy.
- Any person who knowingly files a false complaint of harassment against a person will be subject to discipline, up to and including dismissal.

ETHICS AND CONDUCT

SCOPE:

This policy applies to all Salvation Army employees and volunteers.

PURPOSE:

The Salvation Army expects of its employees and volunteers unfailing honesty, respect for the dignity and individuality of human beings, and a commitment to professional and compassionate service.

1. Relationships With Clients, Colleagues And Other Professionals:

- a) Volunteers will respect the civil and legal rights of all clients.
- b) Volunteers will serve each case with appropriate concern for client's well-being, and with no intent for personal gain.
- c) Relationships with colleagues will be of such character as to promote mutual respect within the profession along with improvement in quality of service.

2. Professional Conduct And Practice:

- a) No volunteer will use her or his position to get privileges or advances for her or himself.
- b) No volunteer will act in her or his official capacity in any matter in which her or his personal interest could, in the least degree, impair objectivity.
- c) No volunteer will use her or his position to promote any partisan political purpose.
- d) No volunteer will accept any gift or favor that would suggest an obligation inconsistent with the fair performance of all professional responsibilities.
- e) No volunteer will accept (for themselves or their family) any gift or favor (no matter how trivial the gift or service may seem), from a client or a client's family member or close associates, a contractor/ vendor, or a potential contractor/vendor.
- f) Action will be taken by volunteers to eliminate the appearances of impropriety as well as actual improper reporting situations.

- g) No volunteer shall display favoritism or preferential treatment of one client, or group of clients, over another.
- h) In all public statements or documents concerning The Salvation Army and/or any of its programs, volunteers will clearly distinguish between their personal views and the official position of The Salvation Army.
- i) Volunteers may not engage in any conduct that is criminal in nature or which could bring discredit upon The Salvation Army; and will not only avoid misconduct, but the appearance of misconduct as well.
- j) Each volunteer will report, without reservation, any dishonest or unethical behavior, which could affect either a client or the integrity of The Salvation Army.
- k) Volunteers will not discriminate against any client based on race, sex, creed, national origin, age, disability, or any other protected status.
- l) All volunteers will maintain the integrity of private and confidential information; neither seeking personal data beyond that needed to perform her or his responsibilities, no revealing case information to anyone not having proper authorization. All consultants, volunteers, contract personnel, etc. who work with clients will abide by The Salvation Army's policy regarding confidentiality of information.
- m) All of the provisions above will apply for twelve months from the date of termination of the client.
- n) Failure to comply: Failure to comply will result in dismissal and legal action dependent upon the severity of the incident.

VOLUNTEER DRESS CODE

Most volunteer opportunities will accommodate comfortable, conservative, casual attire which means no short shorts, spandex, or tank tops. Food Pantry, Food Services and Family Stores require closed toed shoes for safety. Tasks such as food sorting and food packing also require closed toed shoes. There may be times when volunteers will be asked to dress in business attire, or even logo attire. For these occasions, information will be given in advance. If there is ever a question, please contact the Volunteer Specialist.