



Volunteer Conditions & Code of Conduct at Irish Support Agency

Dignity and respect

- The ISA's goal is to provide courteous service in an atmosphere of dignity and respect. As a volunteer we ask for your cooperation in creating a welcoming, friendly, non-judgmental and respectful environment.
- Volunteers are representatives of the ISA and are seen as having official and equal status. For this reason, volunteers are expected to exercise the same kind of professional discretion required of paid staff.

Confidentiality

- Clients and volunteers have the right to expect that we will not divulge information about the presence, activities, or plans of those we meet during our work at the ISA.
- When engaged in casual conversation, volunteers are asked not to speak about other volunteers or clients.
- Information about the ISA clients and volunteers is not to be given out to visitors or callers. We are not to confirm or deny any queries for information.

Fraternisation

- Actions which might be appropriate in a purely social setting – such as giving or lending money, giving a phone number, or establishing other personal relationships – are not appropriate for an ISA volunteer in relation to clients during your time of volunteer service.

Sexual harassment

- All ISA's volunteers are expected to strictly adhere to the sexual harassment guidelines. The guidelines are defined as follows:
- Sexual harassment is behaviour of a sexual or coercive nature directed at another person who does not welcome it. This behaviour could be directed at any person or group by another person or group and may be intentional or unintentional.

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- Making unwelcome sexual advances, or any unwelcome request for sexual favours, to the person harassed, or
- Engaging in any other unwelcome conduct of a sexual nature in relation to the person harassed, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Personal use of donations and gratuities

- All donations are intended solely for the use of our clients.
- Taking any item for personal use is cause for termination.
- The services provided by the ISA's are intended for the use of our clients and are not to be used by staff or volunteers.

I accept my volunteer role as outlined. I understand and agree to abide by all policies and procedures. I understand that if I am unwilling to abide by these policies and procedures, I will be asked to discontinue my volunteer service at the ISA.

Print Name _____

Signature _____

Date _____