

Code of Conduct & Manual for Volunteers of MORE Community Services and Development (MORE Community)

MORE Community Services and Development is a non-profit that promotes the values of Mentors, Opportunities, Relationships & Experiences for adults with Intellectual and Developmental Disabilities (I/DD). MORE offers innovative programs that support high functioning adults regardless of the diagnoses. We promote the pursuit of whole person growth and offer a peer environment that will foster opportunities for our participants to thrive.

In addition to our generous supporters and foundations, we rely on our dedicated founders, an engaged board, and selfless volunteers to meet the unique needs of the people we serve.

The following suggestions are meant to help you and our participants feel safe and comfortable in your interactions together.

1. Adult participants are ADULTS and are to be given nothing less than the same treatment & respect that all adults in the community should be shown.
2. Person first, diagnosis second.
3. People with I/DD and those without are more alike than different. If you are unsure how to respond to an adult with I/DD, ask yourself how you would want someone to treat you.
4. Always remember that the confidentiality, safety, well-being of our participants comes first. DO NOT share their personal information or take pictures or recording of the clients. Breach of this confidentiality will result in termination of your services.
5. The rights of our participants are first and foremost. If you see a problem occurring or witness abuse/neglect it must be reported to a director or board member immediately.
6. Any injuries, falls, seizures or medical complaints should also be reported to a director or board member.
7. Be yourself and enjoy interactions with our participants as you go about your volunteer duties. Use your normal voice with supportive language. Never use negative / degrading language or offensive terms. Breach of this will result in termination of your services.
8. As a volunteer of MORE Community, all interactions with our participants are based on respect, trust and dignity. Handshakes, fist pumps, high fives and encouraging verbal praise are the preferred ways to express approval and congratulating our participants. Excessive hugging is not appropriate.
9. Some participants are on special diets. Sharing of food is not permitted.
10. Understand that you always agree to always be respectful to participants in the programs.



Dress Code

The way staff, volunteers and participants dress reflect the expertise and professionalism of the MORE Community and the programs we provide. The dress code for MORE Community is “Smart Casual”. This means that volunteers should dress to look smart during normal operating hours.

The following types of dress are not acceptable at MORE Community:

Ripped or torn jeans, Flip flops, Visible underwear (including bras/bra straps), Torn clothing, See-through clothing including tops that expose the mid-section. Clothing with political or offensive statements, slogans, or inappropriate language or images. Volunteers may be asked to cover up excessive or inappropriate tattoos while at the Center, as determined by the Directors.

Guidelines for Social Media & Online Posting

MORE Community, Services and Development understands and recognizes that some of our volunteers may choose to express themselves by posting personal information on the Internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., Facebook, Instagram, YouTube and Twitter). We value our volunteers’ creativity and honor your interest in engaging in these forms of personal expression on your own time, should you choose to do so.

You are legally responsible for content posted to the Internet, in a blog or otherwise, and can be held personally liable for breaking participants confidentially, defaming others, proprietary information, and copyright infringement, among other things.

MORE Community policies apply to anything written in a personal blog, posted to the Internet, or uploaded to the Internet. You may not use personal postings to divulge any client information, harass or threaten other volunteers or staff or reveal Center trade secrets or confidential information. Embarrassing or unkind comments about other MORE community volunteers, staff, clients, or competitors are also inappropriate and result in termination of your services.

If, in the process of making a personal post or upload on the Internet, you identify yourself as affiliated with MORE Community, whether by explicit statement or by implication, you must clearly state the views expressed in the post, or at the blog or website, are yours alone, and do not reflect the views of MORE Community, Services and Development.

You may not use MORE Community logos or other images, nor make false or misleading statements about the MORE Community philosophy, products, services, opinions, or affiliations with other companies.



External Media

Volunteers are NOT Authorized to speak on behalf of MORE Community Services and Development. The purpose of this policy is to ensure MORE Community Services and Developments position regarding volunteer’s communication with external media is aligned correctly with our mission.

All inquiries seeking an official response or a statement on behalf of MORE Community Services and Development should be directed to allocated spokesperson/s within MORE Community. All inquiries seeking an official response or statement specific to MORE Community and its operation and activities should be directed to a director or board member.

Exemptions to this may only be given by prior documented authorization by the board. No volunteers may make official statements on behalf of MORE Community Services and Development without consultation with, and express authorization from the Board.

Confidentiality

All volunteers must complete a Volunteer & Emergency Contact Application. All volunteers must also acknowledge and sign a copy of MORE Community, Services and Developments code of conduct, social media guidelines and confidentiality agreement.

Names and personal details are confidential. No reference to participants or to this confidential information, except in pursuit of care whilst participating in a program, shall be made to anyone without written consent of the client, or their parent or legal guardian.

This policy applies to all volunteers. All communication by volunteers shall be done with respect, appropriate restraint and professional decorum, and in compliance with code of conduct and client confidentiality procedures.

The nature of services and programs offered by MORE Community Services and Development requires that information is to be handled in a private, confidential manner. Information about MORE Community, participants, volunteers, partners will only be released to people or agencies outside of MORE Community with written consent.

All reports, memoranda, notes, or other documents will remain part of MORE Community Services and Developments confidential records. I, (Printed Name) _____ understand and agree to abide by the confidentiality agreement, social media guidelines and volunteer code of conduct.

- I understand and agree that I have read and will comply with the guidelines contained in the privacy policies for MORE Community Services and Development.



MORE Community Weapon-Free Workplace Policy

Purpose

The purpose of his policy is to ensure that MORE Community Services and Development maintains a safe workplace that is free of violence for all staff, volunteers and participants. The company prohibits the possession or use of dangerous weapons in all MORE Community Services and Development programs onsite or off site.

Covered Individuals

All MORE Community Services and Development workers, board members and volunteers are subject to this policy, including visitors attending company programs. A license to carry a weapon does not supersede this policy. Any person in violation of this policy will be subject to disciplinary action, up to and including immediate termination.

Definitions

"Dangerous weapons" includes, but is not limited to, any kind of firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm.

Enforcement

This policy is administered and enforced by the Directors of MORE Community Services and Development. Anyone with questions or concerns specific to this policy should contact a director.

- I understand and agree that I have read and will comply with the Weapon-Free Policy at MORE Community

Signatures

Signature _____

Date _____

Witnessed _____

Date _____