



# Saint's Place

## Code of Conduct

Since 1998, Saint's Place has devoted itself to "Welcoming the Stranger" – namely, refugees coming to our community. As a volunteer, you are the face of Saint's Place. How you treat those around you reflects on our entire organization.

As such, adherence to our Code of Conduct ensures our mission continues. We are better together!

As a volunteer at Saint's Place: I will adhere to the following code of conduct.

- **Respect and Professionalism:**

- Treat all individuals (staff, fellow volunteers, shoppers, guests) with courtesy and respect, regardless of background or situation.
- Be mindful of talking around refugees. Be respectful. They understand more than you realize. Be respectful of their customs and cognizant of the traumas and fears they are experiencing.
- Avoid discriminatory language or behavior based on race, gender, religion, sexual orientation, or disability.
- Maintain a professional demeanor while carrying out volunteer duties.
- Do not compel your values on the refugees.

- **Confidentiality:**

- Protect sensitive information about those we serve and the organization, only disclosing details when necessary and with proper authorization.

- **Reliability and Commitment:**

- Adhere to assigned tasks and schedules, providing timely notice if unable to attend or complete responsibilities.
- Arrive on time for volunteer shifts and be prepared to contribute actively.

**10 Wickford Way ● Fairport, New York ● 585-385-6860**

- **Safety and Compliance:**

- Follow all safety procedures and guidelines the organization provides, including reporting any hazards or potential risks.
- Comply with local laws and regulations while volunteering.
- If you have physical limitations, please do not try to do anything that would exceed that limitation. There are other volunteers or staff that can and will help you. Your safety is our concern, and you must always protect yourself.

- **Integrity and Ethical Conduct:**

- Act honestly and with integrity in all interactions, avoiding conflicts of interest.
- Report any suspected misconduct or unethical behavior within the organization to the appropriate staff.
- Notify staff, not other volunteers, when a situation arises that calls for special attention or if something is out of your comfort zone as a volunteer. Do not confront another individual.

- **Communication and Feedback:**

- Communicate openly and respectfully with staff and other volunteers.
- Provide constructive feedback when appropriate and be receptive to feedback from others.

- **Representation of the Organization:**

- Always conduct oneself as a positive representative of the organization during volunteer activities and personal interactions.

---

Name

---

Signature

---

Date

**10 Wickford Way ● Fairport, New York ● 585-385-6860**