



# PHENOMENAL ANGELS OF THE COMMUNITY

## Code of Conduct Policy

FOR PARTICIPANTS, PARENT(S), VOLUNTEER(S) AND VOLUNTEER STAFF ONLY

### **Purpose**

The Code of Conduct along with the Phenomenal Angels of the Community (PAC) Proclamation outlines standards of personal and professional conduct that all participants, parents, volunteers, volunteer staff, and employees must strive to uphold and behave in an ethical and professional manner at all times. The Code of Conduct and the PAC Proclamation provides a basis for everyone to maintain an environment that is productive, positive, enjoyable, safe and free from harassment, discrimination and violence.

### **Scope**

The Code of Conduct along with the PAC Proclamation provides clear guidelines and standards for the appropriate behavior expected of PAC participants, parents, volunteers and volunteer staff. Additionally, The Code of Conduct along with the PAC Proclamation provides a framework for appropriate behavior for all PAC parents, volunteers and staff regarding how they:

- Conduct themselves towards other participants, parents, volunteers, volunteer staff, and employees,
- Perform their duties and obligations,
- Fulfill the mission, goals and objectives of PAC, and
- Practice fairness and equality.

The Code of Conduct along with the PAC Proclamation is established on the following organizational values: respect, citizenship, integrity, honesty and personal responsibility. Where there is doubt as to the application of The Code of Conduct, the PAC Proclamation, or the appropriate course of action to be adopted, participants, parents, volunteers, volunteer staff, and employees should defer the matter to the CEO or COO.

### **Participants and Parent(s)/Guardian(s)**

All participants and parent(s)/guardian(s) are responsible and accountable for the following:

- To treat all participants, parents, volunteers, volunteer staff and employees with respect, courtesy, and dignity at all times.
- To be personally responsible and accountable for their own behavior.
- To cooperate with volunteers, volunteer staff, and employees.
- To comply with Phenomenal Angels policies and procedures.
- To promote a positive, safe and healthy environment.
- To act honestly and ethnically in all of interactions with participants, parents, volunteers, volunteer staff and employees.
- To refrain from discrimination and shall be respectful of ethnic, national, and cultural differences.
- To report any departure from The Code of Conduct or the PAC Proclamation by themselves or others.

### **Volunteer**

All volunteers are responsible and accountable for everything listed under Participants and Parent(s)/Guardian(s) as well as the following:

- To undertake their duties and behave in a manner that is consistent with the provisions of The Code of Conduct and the PAC Proclamation.
- To obey all applicable local, state, and federal laws, while acting on behalf of Phenomenal Angels.

**Volunteer Staff**

All volunteers are responsible and accountable for everything listed under Volunteer as well as the following:

- To inform their teams about The Code of Conduct, the PAC Proclamation, relevant policies and procedures.
- To attend appropriate training and/or counseling to ensure standards are met.
- To keep participant information confidential preserving that trust requires us to respect and protect the privacy and security of that information.

**Employee**

All employees are responsible and accountable for everything listed under Volunteer Staff as well as the following:

- To bring onto the property dangerous or unauthorized materials, such as explosive, firearms, weapons, or other similar items.

**PAC Proclamation**

The PAC Proclamation is designed emphasis the ethical treatment of everyone involved with PAC. It is designed to reinforce the Code of Conduct. It is required of all participants, parents, volunteers and volunteer staff. Participants, parents, volunteers, volunteer staff, and employees are required:

- To sign the PAC Proclamation within 30 days of joining PAC.
- To abide by the items listed in Point I: PAC Proclamation.
- To understand the Violations listed in Point II: PAC Violations.
- To agree with the consequences in Point III: PAC Violations Consequences.

**Conflicts & Resolutions**

If a participant, parent, volunteer, volunteer staff, or employee becomes aware of the potential for conflict of interest then they must notify the CEO or COO of the potential or actual conflict of interest. PAC expects parent(s), volunteers, volunteer staff, and employees to:

- Declare any likely conflict of interest to the CEO or COO; and
- Avoid any detrimental outcome as a result of a conflict of interest.

If a conflict occurs the following procedures will take place:

- All concerns should be directed to the CEO or COO within five working days of the incident.
- The CEO or COO will meet directly with involved participants to resolve the issue.
- If the conflict cannot be resolved by the CEO or COO, other employee will be asked to mediate the conflict to determine a resolution.
- All resolutions of conflicts are final.

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**Signatures**

I have read and understood the Code of Conduct and agree to abide by the terms therein.

\_\_\_\_\_  
Participant Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Parent/Guardian Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
CEO or COO Printed Name

\_\_\_\_\_  
Signature