



VOLUNTEER FAMILY'S "CODE OF CONDUCT"

(To Be Read, Understood, and Signed by All Volunteers)

1. Purpose:

DuMonde Helping Hands Foundation ("the Foundation") is a CRA-registered charitable organization dedicated to serving our community through programs such as:

- a - Free culturally diverse grocery giveaways
- b - Food bank operations
- c - Senior home care grocery deliveries
- d - Youth engagement programs
- e - Free furniture and basic moving services
- f - Mental health and community wellness initiatives

As a volunteer's family member of the Foundation, you play a vital role in ensuring that these services are delivered ethically, fairly, and with respect for the dignity of every individual we serve.

2. Volunteer Commitment:

- a - Minimum Hours: Volunteers must commit to a minimum of four (4) hours per month to remain active.
- b - Reliability: Volunteers agree to show up on time, communicate any absences, and provide reasonable notice when unable to participate.
- c - Consistency: Volunteers should aim to remain engaged and actively contribute to the Foundation's mission.

3. Professional & Ethical Conduct:

All volunteers must:

- a - **Act with Respect & Compassion toward all Clients:** fellow Volunteers, Staff, Board, Executives, and Partners.
- b - **Maintain Confidentiality:** Protect the privacy of all clients and never share personal information outside of authorized reporting.
- c - **Follow Instructions & Training:** Carry out duties as assigned, following safety, health, and program-specific guidelines.
- d - **Promote Inclusion & Equity:** Treat all individuals equally regardless of race, religion, gender, ability, immigration status, or socioeconomic background.
- e - **Abide by CRA Guidelines:** Volunteers must not engage in any political or partisan activity while representing the Foundation, nor use Foundation resources for personal gain.

f - Personal Hygiene and Professional Appearance:

Volunteers are expected to maintain a high standard of personal hygiene at all times while representing DuMonde Helping Hands Foundation. This includes arriving clean, well-groomed, and appropriately dressed for volunteer duties. Volunteers should ensure clothing is neat, modest, and professional, free of offensive images or language. Strong body odour, unwashed clothing, or poor grooming is not acceptable, as it may create discomfort for clients, fellow volunteers, and staff. Maintaining a clean and professional appearance demonstrates respect for the individuals we serve and upholds the values of our organization.



4. Health & Safety:

- Adhere to all safety procedures when handling food, lifting items, or working in public spaces.
- Report any accidents, injuries, or unsafe conditions immediately to a Volunteer Coordinator/Leader.
- Follow public health guidelines (including hygiene, safe food handling, and illness reporting).

5. Representation of the Foundation:

- Volunteers represent the Foundation at all times while on duty.
- Dress appropriately for the activity (foundation t-shirt, name badge and must be returned after use - unless otherwise allowed by the foundation's executive or volunteer-appropriate attire).
- Communicate respectfully when speaking with clients, community members, or on social media.

6. Prohibited Conduct:

Volunteers must NOT:

- Engage in harassment, discrimination, or inappropriate behavior.
- Use alcohol, illegal substances, or be impaired while volunteering.
- Misuse Foundation property, funds, or resources.
- Represent themselves as a spokesperson for the Foundation without authorization.

7. Accountability:

- Failure to comply with this Code of Conduct may result in a verbal or written warning, suspension, or termination of volunteer privileges.
- Repeated failure to meet the minimum monthly commitment may lead to being removed from the active volunteer roster.

8. Acknowledgment:

I have read, understood, and agree to follow this Volunteer Code of Conduct as a representative of DuMonde Helping Hands Foundation.

Volunteer Full Name: _____

Signature: _____

Date: _____