



## Volunteers' Code of Conduct

**Welcome!** The **Friends of Reader Rock Garden Society (FoRRGS)** is a non-profit group that relies entirely on invaluable volunteer efforts and a dynamic synergy to deliver the Society's mandate. We endeavour to make the FoRRGS' team experience a mutually beneficial, meaningful, unique and enriching learning opportunity for all. *Our volunteers are very important and sincerely appreciated.* FoRRGS thrives because of the many women and men who contribute their talents to our success. We believe that good communication is the first step to building a great relationship. Thus, FoRRGS **Code of Conduct** aims to ensure that all volunteers understand the standards of conduct required to remain in good-standing. Policies and procedures exist to protect all concerned, the volunteers, FoRRGS and our supporters. Volunteers are expected to uphold the Code of Conduct at all times when carrying out their duties and interactions. FoRRGS will provide orientation/training to learn more about the Society and also specific to the role(s) the volunteer undertakes. Each volunteer will receive direction and support from a designated supervisor and ultimately, is accountable to the Board of Directors.

### **1) Expectations for Volunteers:**

- All volunteers must become FoRRGS members and pay the initial annual fee. With uninterrupted continuous annual service, the membership fee will be waived thereafter as a small token of appreciation from FoRRGS. However, it is acceptable to continue paying the annual membership fees if the volunteer chooses to do so.

#### **BE RESPONSIBLE**

- FoRRGS training is mandatory (not optional) and is required prior to taking on the volunteer role(s).
- Engagement and quality work is counted on.
- Be prepared and carry out duties responsibly, safely and in a competent manner.
- Keep within the assigned scope and boundaries of your roles and remain accountable to the assigned FoRRGS' supervisor and/or Board of Directors.
- Remember, the Garden operates under the City of Calgary Parks By-Laws.

#### **BE RESPECTFUL**

- Respect everyone you interact with: colleagues, the team, visitors, affiliate members, etc.
- Cooperate with one another in a professional, courteous, and fair manner.
- A friendly, welcoming flair and warm smile are always appreciated.
- Greet all visitors cheerfully and engage in conversation suitably to your post/tasks.
- Be inclusive of our diverse visitors and other Stakeholders.

## **BE PRESENT**

- Attend to the duties diligently, enthusiastically and in a timely manner.
- Cooperate with your partners and the entire FoRRGS team.
- Be open and willing to learn and take direction from FoRRGS designated Coordinator(s).

## **BE DISCERNING & FLEXIBLE**

- “Safety” cannot be understated and must be a priority for all volunteers and visitors.
- Being in the Garden places us outdoors and subject to volatile weather and changing conditions.
- Exercise judgement in appropriateness of activity and clothing.
- Your supervisor will discuss other safety concerns (Re. location, people, activity, first aid, emergency situations, etc.).
- Be aware of situations that could pose risks.
- Flexibility may be required to adjust and switch tasks as needed at an event.

## **2) Protection of Confidential Information**

- Honour the need for confidentiality.
- All information gathered by FoRRGS must not be disclosed or used for any other purposes except as reasonably necessary to enable the volunteer to fulfil his/her responsibilities with the Society. It is advisable to check with your immediate supervisor, the Membership Director and/or members of the Board if there are any queries, doubts or concerns.
- FoRRGS adheres to the Canadian Anti-Spam Legislation (CASL) for email communication, which requires consent from members, as per the Membership Form.
- Photographs and videos are considered personal data of the person photographed or filmed. Consent is required to use these images.

## **3) Conflict of Interest**

Volunteers are expected **NOT to:**

- Assume roles in other organizations that will give rise to conflict of interest during their period of voluntary duties with FoRRGS; disclosure of potential conflict of interests must be timely.
- Obtain personal financial gain from the volunteer’s role.
- Use or allow others to use FoRRGS’ name, branding, property, resources, information or funds for any purpose other than the delegated required duties.
- Act as a FoRRGS spokesperson unless prior permission or authority has been granted to do so.

#### 4) **Do's AND Don'ts**

##### **Do:**

- Be aware that you are representing the best interests of FoRRGS.
- Understand the Society's mission, vision, and core values.
- Respect existing protocols, processes and policies.
- Be punctual for your duties.
- Let us know of your absence prior to a commitment or assignment.
- Lead by respectful example and be a good role model, focus on honesty and integrity.
- Be mindful of inclusivity and maintain suitable openness in behaviour.
- Dress professionally and appropriately for the conditions and parameters of your role(s); avoid clothing with slogans; wear the provided identifiable name tag(s); ensure footwear is comfortable and safe.
- Understand the garden rules and have the courage to speak up to address bad garden etiquette in a polite way. For example, dogs are not allowed onsite due to poisonous plants and edibles used in the Cafe.
- Be fragrance-free, it's the safest choice for scent sensitivities and allergies.
- Provide feedback to FoRRGS designated supervisor or the Board on positive or adverse encounters while on duty.
- Keep an accurate record of volunteer hours and submit these to the supervisor.
- When in doubt, consult FoRRGS designated supervisor or a Board member.

##### **Don't:**

- Undermine the established policies & processes that are in-place.
- Be dismissive of suggestions or feedback you receive.
- Engage in gossip or negative behaviour that compromises the team's well-being; toxic environments are unacceptable and will not be tolerated.
- Solicit sales or promote services other than those sanctioned by FoRRGS.
- Bring or drink alcohol, or smoke while on duty.
- Use verbal, emotional or any other profanity or derogatory remarks that make others uncomfortable.
  
- FoRRGS will not reimburse volunteers for expenses unless agreed upon in advance.

#### 5) **Intellectual property**

- Any intellectual property developed by a volunteer in the course of his/her role with FoRRGS (guidebooks, forms, training resources, promotional material, research, etc.) is the property of the Society.

#### 6) **Media Contact**

- FoRRGS encourages cordial and cooperative relations with all print and broadcast media; however, volunteers are NOT authorized to represent FoRRGS during an interview. Please

refer all media to the designated FoRRGS representative present *or* to our website at: [www.ReaderRock.com](http://www.ReaderRock.com) or email [info@readerrock.com](mailto:info@readerrock.com) .

**7) Termination of volunteer’s service occurs when:**

- A volunteer gives notice of intent to leave (resigns).
- The volunteer commitment or term has ended and the volunteer chooses not to remain or the position is no longer needed.
- Disciplinary action is warranted. The supervisor recommends to the Board that the volunteer be re-assigned another duty or that the volunteer’s services be terminated with cause.
- FoRRGS reserves the right to decline any volunteer that is unsuitable for the Society’s programs.

**8) Discipline Guidelines:**

- As a responsible non-profit society, FoRRGS aims to be diligent in providing adequate resources and tools for all volunteers to satisfactorily complete their duties; training, guidance and coaching are also offered.
- Discipline is usually initiated as a result of an incident(s) involving a willful disregard of proper work practice or procedure and lack of cooperation. Possible incidents include persistent negative attitude, belligerent communication &/or behaviour, blatant disrespect, insubordination, poor service, culpable absenteeism, intentional lack of communication, failure to fulfill their commitments, harassment, slander or other illegal and unethical activity, etc. The goal of discipline is to correct behavior and may include, but not limited to:
  - (a) An apology
  - (b) Further training
  - (c) Warning
  - (d) Suspension
  - (e) Termination & Dismissal
- Appeals and reinstatement may be granted, should this be warranted, at the discretion of the Board Executive Committee &/or the President.

**9) The above points are minimum standards for the conduct of volunteers and their obligations as cooperative professionals, and by no means cover every contingency. However, any material failure to comply with these standards will be sufficient grounds for disciplinary action and may include dismissal of the individual from their volunteer position.**

**10)** By joining and signing the *attached Volunteer Form on the following page*, you agree that you have read and are willing to adhere to these guidelines. Your compliance will ensure that that our time will be spent efficiently and productively.

*We hope that these “rules of the road” facilitate our journey together.*

*A heartfelt **thanks** for your volunteer contribution!*