

THE CODE OF CONDUCT PERTAINS TO ALL KRISTUS DARZS VOLUNTEERS

This sheet must be distributed to all new volunteers during their orientation period as well as yearly to existing volunteers.

It is the volunteer's responsibility to adhere to the established rules and regulations. Non-compliance to rules and regulations will be just and sufficient cause for the dismissal of the volunteer from Volunteer Services at Kristus Dārzis.

1. The use of Kristus Dārzis Latvian Home's business phones or residents' personal telephones for personal calls is discouraged. The use of private/personal cell phones while on duty is strictly prohibited. Kristus Dārzis Latvian Home prohibits any inappropriate use of the internet or email on Kristus Dārzis Latvian Home premises.
2. Do not accept any money tips or other consideration for services rendered to a resident. Any offers must be reported to the Volunteer Co-ordinator.
3. Volunteers may not use, borrow and/or otherwise remove any property of a resident, even if freely offered by the latter.
4. Performing unauthorized personal work during scheduled volunteering hours is prohibited.
5. Being absent from a scheduled commitment without sufficient notice for cancellation or replacement is not acceptable.
6. Do not take unscheduled breaks or eat in non-designated areas.
7. No consumption or use of any food or drink designated for residents unless authorized by the Volunteer Co-ordinator.
8. Solicitation or collection of funds, circulation of literature, or posting notices of any type should not be done without prior approval of the Administration.
9. Consumption of alcoholic beverages or illegal substances while on duty is prohibited.
10. Committing any act which might jeopardize the safety, welfare or well being of a resident, staff member or visitor is unacceptable.
11. Report any unsafe equipment or acts **immediately**.
12. Report any spills **immediately** to prevent injury.
13. Report any and all injuries **immediately**.

ANY OF THE FOLLOWING WILL RESULT IN JUST AND SUFFICIENT CAUSE FOR DISMISSAL OF THE VOLUNTEER FROM VOLUNTEER SERVICES AT KRISTUS DĀRZIS.

- Abuse whether verbal, physical, emotional of residents, staff, visitors, families or guests. (See Resident Abuse Policy).
- Theft of any kind from the facility, residents, staff, visitors, families or guests. This includes the consumption of food and food products designated for resident use.
- Sleeping while on duty.
- Defacing, damaging, abusing or destroying facility, resident, staff or visitors' property.
- Reporting for duty while under the influence of alcohol and/or designated illegal substances.
- Bringing open liquor or illegal substances into the facility.
- The use of foul or defamatory language.
- Willful falsification of any facility record or disclosure of confidential information without authority.
- Interfere, or delay or restrict another employee in the performance of their duties and responsibilities, or inviting others to do so.
- Sexual harassment.
- Acts of violence or dishonesty towards residents, employees or the company.
- Improper resident relations. Respect, dignity, courtesy and co-operation must be displayed at all times. Sexual relations with volunteers, family members or residents is discouraged and if found to contravene the overall facility ethics, may lead up to and including immediate discharge.
- Borrowing money or accepting substantial gifts from residents or families is not allowed.