

Christ House Volunteer Code of Conduct



Introduction

Christ House is a 24-hour medical respite facility for men experiencing homelessness in the District of Columbia. We rely on volunteers to support our mission. Volunteers are expected to serve with respect, dignity, and a commitment to creating an environment of healing and hope for patients, staff, volunteers, and visitors.

This Code of Conduct aims to clearly communicate the required ethical and professional conduct while volunteering with Christ House.

Core Values

Respect and dignity

Treat all individuals--patients, Kairos members, staff, volunteers, and visitors--with respect and dignity, regardless of their background, beliefs, or behaviors.

Confidentiality

Uphold the confidentiality of patient information. Do not disclose details about a patient except (rarely) when directly invited to do so by staff in a designated meeting area.

Integrity and honesty

Act with integrity and honesty in all interactions and activities.

Service and humility

Approach volunteer work with an attitude of service and humility, along with a willingness to cultivate an atmosphere of healing and hope.

Safety

Prioritize the safety of patients, staff, volunteers, and visitors by following established protocols and reporting any safety concerns immediately.



Specific Conduct Expectations

Professionalism

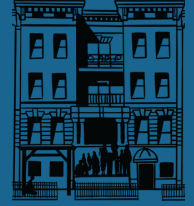
- Arrive on time for scheduled volunteer shifts and notify the Volunteer Manager and any appropriate staff in advance if you can't make it. Repeated tardiness, no-shows/no-calls, and cancellations without adequate notice may result in disciplinary action up to and including a warning, suspension, or termination.
- Dress appropriately and maintain a clean and neat appearance.
- Communicate respectfully and professionally with patients, staff, volunteers, and visitors.
- Follow instructions from staff and adhere to Christ House policies and procedures.

Patient Interaction

- Maintain appropriate boundaries with patients. Please do not provide patients with any identifying personal information or give away contact information.
- Listen attentively and empathetically to patients. Patients can often share personal stories with volunteers, so follow all confidentiality procedures at all times and not share patient stories and conversations with anyone else.
- Avoid giving any medical advice.
- Never give patients money or personal gifts. If you'd like to purchase or donate items to Christ House, please reach out to the Volunteer Manager.

Confidentiality

- Patient medical information is strictly confidential and protected by HIPAA regulations.
- Do not access patient information unless it is necessary for your volunteer duties and authorized by staff. While volunteering, you may deal with or become aware of confidential information and circumstances regarding our patients that doesn't directly relate to your volunteer duties. This information remains strictly confidential.
- Do not take photos or videos of patients or staff without explicit permission.
- Do not share patient stories or information on social media or with anyone outside Christ House.



Substance use and behavior

- Christ House offers a place for our patients and Kairos members to heal and recover from substance use disorder. Volunteers must be free from the influence of drugs or alcohol while serving.
- Refrain from using profane language, engaging in disruptive behavior, or displaying any form of aggression.
- Any form of discrimination or harassment on any basis will not be tolerated. This behavior includes but is not limited to: offensive physical actions like lewd gestures; statements meant to humiliate a person individually or publicly; the use of racial slurs or “jokes”; sexual harassment either written or spoken; any unwanted physical contact; any unwanted sexual attention; and harassment due to a person’s race, color, gender, identity, religion, language, medical condition, age, culture, national origin, gender expression, disability, marital status, or sexual orientation.
- If you witness any of the above behaviors, you are required to notify the Volunteer Manager or any appropriate staff person immediately.
- If you engage in any of the above behaviors, you will receive prompt disciplinary action and/or termination without notice.

Responsibilities

- Only perform tasks that you have been trained for or specifically asked to do by staff. When you have a question about volunteer roles and responsibilities, please reach out to the Volunteer Manager or an appropriate staff person.
- Do not attempt to provide medical care without the explicit authorization of staff.
- Try to maintain a positive and supportive attitude.

Technology

- Personal cell phone or other electronic usage should be limited to break times and outside of patient areas.
- Do not use Christ House computers or electronic devices for personal use without permission.



Reporting Concerns

- If you have any general feedback or concerns about volunteering, please contact the Volunteer Manager first and then reach out to other appropriate staff if needed.
- Report any suspected violations of this Code of Conduct or any safety concerns to the Volunteer Manager or another appropriate staff member immediately.
- Report any suspected abuse or neglect of a patient to a staff member immediately.

Our Commitment to You

We aim to create a supportive and respectful environment where volunteer contributions are recognized and appreciated. We will embody this commitment in the following ways.

- We will treat you with dignity, courtesy, and respect.
- We will provide clear guidance about your volunteer roles and responsibilities and issue timely corrections and additional guidance when needed.
- We will offer the necessary follow-up training as needed.
- We will provide timely verification of service hours when requested.
- We will provide opportunities for volunteer feedback, including but not limited to one-on-one discussions with the Volunteer Manager, focus groups, and/or regular surveys.
- We will acknowledge and appreciate your commitment to our organization through events and other initiatives throughout the year.
- We will update you in a timely manner about any amendments or revisions to this Code of Conduct.



Acknowledgment

If there is a breach of this code of conduct, Christ House has the right to release or terminate volunteers at its discretion. It is up to Christ House whether a warning will be issued or services as a volunteer will be suspended or terminated.

By signing this Volunteer Code of Conduct, I indicate that I have read, understood, and agreed to uphold and abide by the values outlined above. I also agree to accept any consequences as a result of violating this Volunteer Code of Conduct.

All minors must have this document signed by a parent or guardian and returned in person or by email to the Volunteer Manager.

Signature:

Date:

Parent/Guardian Signature:

Date: