

Good Samaritan Health Center of Gwinnett

Volunteer Conduct Standards

These standards shall be conveyed verbally and in writing by organization staff to volunteers.

Harassment Policy

Good Samaritan Gwinnett intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort -- verbal, physical, visual -- will not be tolerated, particularly against employees or patients in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

Volunteers shall:

- Keep in strict confidence all information learned directly or indirectly about patients unless legally obligated to do otherwise.
- Uphold the mission and values of Good Samaritan of Gwinnett.
- Arrive on time for your scheduled shift, or if unable to maintain your commitment notify the volunteer coordinator.
- Treat all patients, staff, and fellow volunteers with dignity, courtesy, and respect.
- Bring an attitude of flexibility and willingness for training and supervision.
- Complete all assigned tasks with a commitment to excellence.
- Consult the appropriate supervisor when you have a question, problem or suggestion or when you do not know how to handle a situation.

Volunteers shall not:

- Have any inappropriate contact with any client of the organization met through their volunteer opportunities.
- Be in contact with any client of the organization without the prior knowledge or consent of the organization's staff.

Exceptions include routine business activity.

Some examples of inappropriate conduct include:

- Violations of state or federal laws regarding child abuse, substance abuse, or other conduct.
- Use of profanity or other inappropriate or harassing language in the course of volunteering.

- Physical contact with a client or other conduct that is inappropriate to the volunteer relationship.

These are examples only and are not intended to be a comprehensive list. Other actions not specifically listed herein may result in suspension or dismissal as a volunteer.

An allegation that a volunteer has violated these standards will result in temporary suspension as a volunteer, pending an appropriate investigation. If the organization determines that a violation occurred, it will immediately and permanently dismiss the volunteer.

I have received a copy of the Volunteer Conduct Standards and have read, understood, and agreed to abide by these standards.

Signature: _____

Name (print): _____

Date: _____