



GENERAL CODE OF CONDUCT

As Outlined in the Volunteer Handbook

Respectful Behavior

As a member of the ACCT Philly Team, you are a representative of the ACCT Philly brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and staff. Disrespectful or unprofessional behavior, harassment (sexual or otherwise), threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. The code of conduct applies to online and/or written material as well as personal interactions with staff, other volunteers and members of the public.

Causes for release from service

The following conduct is prohibited and will result in release from volunteer service:

- Causing injury, distress, death or the inappropriate handling of an animal;
- Horseplay or behavior that endangers other persons or property;
- Deliberate or careless damage of property of ACCT Philly or other persons;
- Disregarding safety or security policies; unsatisfactory performance, "cutting corners" or otherwise not following procedures;
- Theft, attempted theft, removal, or unauthorized use or possession, of property of ACCT Philly (including sheltered animals) or other persons including items found on the premises;
- Giving ACCT Philly merchandise or services at a discount or free of charge without authorization;
- Solicitation or accepting compensation from other volunteers, clients or others, (i.e. monetary "tips", "gifts", "gratuities", products or services);
- Bringing or using alcoholic beverages on ACCT Philly property, or using alcoholic beverages while engaged in ACCT Philly business on ACCT Philly's premises except where authorized;
- Possession or use of illegal drugs;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Unauthorized possession of weapons on ACCT Philly premises (or while conducting ACCT Philly business offsite) while volunteering;
- The commission of a crime or engaging in criminal conduct while on ACCT Philly property, or while conducting ACCT Philly business offsite;
- Engaging in any behavior that recklessly or willfully violates the rights of others while on ACCT Philly property or while conducting ACCT Philly business offsite;
- Making or implying threats of violence against ACCT Philly staff, volunteers, clients, or the organization as a whole.

Additional volunteer policies and guidelines are available at
www.acctphilly.org/how-to-help/volunteer/currentvolunteers