

## **VOLUNTEER CODE OF CONDUCT**

Health Corps-Medical Translation has adopted the following policies regarding volunteer involvement. Please read them thoroughly and contact the Administrative Officer with any questions. Your signature is required on the 3 waiver forms as your agreement to abide by this Code of Conduct.

### **PURPOSE OF VOLUNTEER POLICIES**

These policies are written to provide overall guidance and direction to members and volunteers engaged in volunteer involvement. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Health Corps-Medical Translation reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

### **DEFINITION OF 'VOLUNTEER'**

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Health Corps-Medical Translation. A "volunteer" must be officially accepted and enrolled by Health Corps-Medical Translation prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of Health Corps-Medical Translation, but simply as members.

### **LIABILITY**

Volunteers are expected to understand the risks associated with volunteering. Further, volunteers hereby waive any claims against, indemnify, and hold harmless Health Corps-Medical Translation, its respective officers, directors, employees, sponsors, representatives and volunteers from any and all liability, including attorney fees, that may result from illness, personal injury, property damage, or wrong doing resulting from involvement with Health Corps-Medical Translation volunteer program.

### **DISCRIMINATION**

Health Corps-Medical Translation is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, disability, gender, color, religion, sexual orientation, geography, or age. Volunteers are expected to adhere to these same standards in the course of their duties.

### **REPRESENTING HEALTH CORPS-MEDICAL TRANSLATION**

Volunteers are asked to NOT contact organizations or individuals on behalf of the Health Corps-Medical Translation unless an officer gives them express direction to do so. Prior to any action or statement that may significantly affect or obligate Health Corps-Medical Translation, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contracts, resources, finances, or other obligations. Volunteers are authorized to act as representatives of Health Corps-Medical Translation as specifically indicated within their job descriptions and only to the extent of such written specifications.

### **CONFIDENTIALITY**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, other person, or Health Corps-Medical Translation business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Health Corps-Medical Translation.

### **CONTACTING OTHER VOLUNTEERS**

Occasionally, volunteers will need to contact other volunteers with regard to their activities with Health Corps-Medical Translation. We expect all such communications among volunteers to follow standard professional practice. Other than phone numbers or email addresses, the Health Corps-Medical Translation staff will not share contact or other personal information about a volunteer with another volunteer without the express consent of all parties involved.

### **NON-COMPLIANCE / DISMISSAL**

We understand that failure to adhere to any part of this code may result in suspension from our volunteer duties and/or termination of our volunteer relationship with Health Corps-Medical Translation. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

AS A HEALTH CORPS-MEDICAL TRANSLATION MEMBER WHILE VOLUNTEERING, I WILL:

- Represent Health Corps-Medical Translation with professionalism, dignity and pride, and be responsible for conducting myself with courtesy and appropriate behavior.
- Follow through and complete accepted tasks.
- Conduct myself in a respectful manner, exhibit good sporting conduct, and be a positive role model.
- Seek training for my volunteer role by participating in meetings, self-study, or other training opportunities to help me work more effectively with appropriate audiences.
- Display respect and courtesy for employees, other volunteers, program participants, visitors, clients and property.
- Provide a safe environment by not harming anyone in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
- Respect the privacy of persons served by the organization and hold in confidence sensitive, private and personal information.
- Keep Health Corps-Medical Translation officers informed of progress, concerns and problems within the program(s) in which I participate.
- Work cooperatively as a team member with employees and other volunteers.
- Respect and follow Health Corps-Medical Translation policies (Code of Ethics, Privacy Policy, Conflict of Interest Policy, Volunteer Code of Conduct) and program expectations.
- Keep personal opinions and actions separate from those made as a representative of this organization.
- Avoid conduct, both on and off duty that would jeopardize program effectiveness.
- Dress in business casual attire and conduct myself in a professional manner.

AND, AS A HEALTH CORPS-MEDICAL TRANSLATION MEMBER WHILE VOLUNTEERING, I WILL NOT:

- Use vulgar or inappropriate language.
- Solicit gratuities, gifts or bequests for personal or professional benefit.
- Use or be under the influence of illegal drugs.
- Consume or be under the influence of alcohol or consume tobacco at events.
- Discriminate on the basis of race, color, religion, sex, age, national origin, marital status or disability, or sexual orientation.

\*This Volunteer Code of Conduct was adapted from the Colorado Walks Code of Conduct.

*We gratefully acknowledge the following organizations for their significant support in making this program possible:*



The Center for Community Service at UCSD

