

## STARS - Volunteer Code of Conduct

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### Safety

- put safety first
- value ensuring the safety of each other and the community
- use all equipment appropriately
- follow all procedures to the best of your ability
- follow our duty of care
- report all injuries, illnesses, accidents and near misses immediately
- recognize that training is fundamental to our safety

### Respect

- treat each other with courtesy and sensitivity to specific needs
- listen to the opinions of others although we may disagree
- treat each other as persons

### Trust, Integrity, Honesty & Truthfulness

- honor confidentiality
- endeavor to balance organizational and individual needs
- treat each other fairly
- be truthful with other staff and volunteers
- admit when we are wrong and accept responsibility for your actions

### Commitment & Loyalty

- acknowledge that commitment comes from within
- be faithful and honor the Science Center and what the Science Center stands for

### Communication

- value effective two-way communication
- give and receive constructive comments and feedback
- practice effective listening
- be alert to non-verbal communication
- seek advice whenever appropriate

### Comradeship, Teamwork, Support & Welfare

- foster an environment of well being, happiness, health and prosperity
- take care of, rely on and support each other
- develop bonds that grow through shared experiences
- work together towards an identified and common goal
- recognize and acknowledge each other's skills and abilities
- create an environment that is supportive and encouraging
- acknowledge that our combined efforts exceed the sum of our individual efforts
- offer sympathy and understanding

### Leadership and Discipline

- encourage non-confrontational leadership by giving clear directions and being responsible, patient and motivating
- manage conflict by focusing on the issues
- exercise self control in managing stress, anger and our behavior
- know when to walk away
- act responsibly at all times

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- take pride in our actions and tasks
- recognize our limitations and those of others
- believe in doing a job the right way and with enthusiasm

### Equity and Diversity

- treat all people as unique individuals - valuing their cultures, beliefs, opinions, knowledge and experiences
- use appropriate language that will not offend others
- actively discourage bullying, victimization or demeaning humor
- encourage people to achieve and grow
- stand up for the rights of others as well as our own
- seek equitable solutions
- value others irrespective of race, religion, color, age, gender, sexual orientation or creed

### Representing the Science Station

Volunteers are asked to NOT contact organizations or individuals on behalf of the Science Center unless a staff person gives them express direction to do so. Prior to any action or statement that may significantly affect or obligate the Science Station; 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 the Science Center as specifically indicated within their job descriptions and only to the extent of such written specifications.

### Volunteers Under 18

Volunteers under 18 years old must complete a waiver signed by a parent or legal guardian in order to volunteer with the Science Station. In addition a parent or legal guardian must co-sign this Code of Conduct statement. We strongly suggest that minors share the Science Center volunteer orientation materials with their parents. Parents are invited to call or e-mail the Science Center with any questions or comments about our program.

### Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Such information includes but is not limited to: information regarding a staff person, volunteer, member, or third party; the Science Station's projects or programs; the Science Station's organizational health and financial status; pending agreements with other organizations; and any information that if released may prove harmful to the Science Station. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Science Center and/or other corrective action.

### Contacting Other Volunteers

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

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### Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal include, but are not limited to: gross misconduct or insubordination; theft of property or misuse of Science Center materials; abuse or mistreatment of members, staff, other volunteers, or patrons of any age; failure to abide by the Science Station's policies and procedures; and failure to satisfactorily perform assigned duties.

### ACKNOWLEDGEMENT

I have read and understand the Science Center's Volunteer Code of Conduct.

Volunteer Signature:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SSN for background check: \_\_\_\_\_

Parent Signature (required for a child under the age of 18):

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this last page (signature page) to the Science Center. Keep the rest of this document for your records. Thank you.

(This code of conduct was adapted from materials by: Bicycle Colorado, Think Detroit PAL, and Volunteer Fire Brigades Victoria)