



National Alliance on Mental Illness

NAMI

Sonoma
County

Volunteer Code of Conduct

Agency Mission Statement: NAMI recognizes that the key concepts of recovery, resiliency and support are essential to improving the wellness and quality of life of all persons affected by mental illness. Mental illnesses should not be an obstacle to a full and meaningful life for persons who live with them. NAMI will advocate at all levels to ensure that all persons affected by mental illness receive the services that they need and deserve, in a timely fashion.

As a volunteer, I am committed to:

Personal responsibility

- Be dependable and on time, recognizing the commitment and responsibility to my volunteer assignment(s)
- Accept assignment(s) consistent with my interest, abilities, and available time
- Accept assignment(s) with an open mind and a willingness to learn
- Accept feedback from my supervisor in order to do the best job possible
- Avoid conflict of interest situations and refrain from actions that may be perceived as such; volunteers should reveal any potential or actual conflicts of interest as they arise
- Address ethical concerns by speaking directly with the colleague/responder with whom I have the concern; and when necessary, report such to my leader in the defined chain of command

Respect

- Treat all individuals with a sense of dignity, respect, and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions and the life-style of each person with whom I work
- Avoid profane and abusive language and disruptive behavior that is dangerous to self and others
- Respect all confidential information. 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 or other person
- Respect others personal, political, cultural, and religious beliefs



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- Comply with mandated reporting in cases of domestic violence, suspected child and vulnerable adult abuse or neglect
- Not smoke on the property, including the parking lot
- Not use personal cell phones and music devices except during breaks
- Respect and use all computers and other office equipment appropriately and only as required for my assignment. Abstain from the use of computers and office equipment for any personal use.

Safety

- Not use, possess, or be under the influence of alcohol or illegal drugs at any time
- Abstain from all illegal activity
- Wear clothing that is suitable for the work environment and should not contain offensive or objectionable material
- Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations
- Report suspicious activities to my supervisor
- Recognize that I have a responsibility to adhere to the rules and procedures of the agency. Failure to do so or failure to satisfactorily perform my volunteer assignment may cause me to be subject to dismissal

Volunteer Name

Volunteer Signature

Date