

HAMILTON LIVING WATER MINISTRY, INC.  
VOLUNTEER  
CODE OF CONDUCT

*Jesus answered her, “if you knew the gift of God and who it is that asks you for a drink, you would have asked him and he would have given you living water.” “Sir”, the woman said, “you have nothing to draw with and the well is deep. Where can you get this living water? Are you greater than our father Jacob, who gave us the well and drank from it himself, as did also his sons and his flocks and herds?” Jesus answered, “Everyone who drinks this water will be thirsty again, but whoever drinks the water I give him will never thirst. Indeed, the water I give him will become in him a spring of water welling up to eternal life.”*

*John 4:10-13*

## **Welcome**

Welcome to Hamilton Living Water Ministry, Inc., (HLWM). We consider you a blessing and gift from God and look forward to serving with you as a member of our team. As a volunteer, we appreciate the special gift or talent you bring and we are committed to helping you achieve your highest level of service for the Lord through your work with this ministry. As a volunteer of Hamilton Living Water Ministry, Inc., you represent this ministry in both your work life and private life. As a result, you are expected to always be sensitive to how others see you, spiritually, and ethically. We encourage you to strive toward living a life that is an example to others of your relationship with God and your belief in the Vision and Mission of Hamilton Living Water Ministry, Inc. We hope and pray that the work you do as a part of HLWM will further your journey as a disciple and you will discover new meaning in how God has called you to serve in this world.

## **Introduction**

This Code of Conduct applies to all Hamilton Living Water Ministry, Inc. volunteers and is intended to provide guidelines and summary information about our policies, procedures and rules of conduct. It is important that you read, understand, and become familiar with the requirements of volunteering with us and comply with the standards that have been established. Please talk with the staff if you have any questions or need additional information. It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. As a result, Hamilton Living Water Ministry, Inc. reserves the right to modify, supplement, rescind, or revise any policy, benefit, or provision from time to time, with or without notice, as it deems necessary or appropriate.

## **Christ Centered**

Our objective is to provide a Christ-centered, loving and friendly environment that promotes the self-worth and dignity of all persons. We offer a variety of activities and programs to all persons with regard to spiritual, social, educational, cultural and physical development. We believe it is essential that all persons feel safe in our environment and understand that we will not violate personal boundaries. Our expectations for behavior should be fair and consistent for all persons. Children, youth and adults must be held accountable for behavior in a manner that helps them understand the consequences of their behavior but doesn't diminish their self-worth.

## **Tardiness and Absences**

Hamilton Living Water Ministry, Inc. functions best when each of us is meeting our responsibilities. When volunteers commit to a schedule it is expected that you attend regularly. It is important to work your schedule consistently.

We understand that your schedule may change or you may become ill. If you are scheduled to volunteer but are unable to come in, please let us know so that we can make arrangements as needed.

## **Inclement Weather Policy and Holidays**

In the event of inclement weather, the decision to delay reporting time or close Hamilton Living Water Ministry, Inc., will be made by the Executive Director based on the decision of the Hamilton School System. Our schedule coincides with that of Hamilton City School District. When the Hamilton City School District closes school, we are closed also.

## **Non-discrimination**

In accordance with Federal Law, Hamilton Living Water Ministry, Inc. does not discriminate on the basis of age, race, color, national origin, sex, lifestyle or disability.

## **Confidentiality**

Hamilton Living Water Ministry, Inc. is committed to sharing the love of Christ through the ongoing development of personal relationships and promoting the self-worth and dignity of all persons. Our approach to service and ministry allows and invites the sharing of the intimate details of personal lives. Therefore, we are committed to maintaining all confidences. Volunteers should excuse themselves when children and clients are speaking about personal information to respect privacy and confidentiality.

Information that pertains to HLWM, its children and clients, is strictly confidential and is not to be shared. Volunteers are prohibited from distributing any information including client or youth information, in any form.

## **Client Sensitivity, Parental Support and Financial Assistance**

It is our policy that money should never be given to any child, family or client. If you wish to make a financial contribution or donate items to the Ministry, please discuss with our staff. To provide our families and children with the best care and resources, it is important that you share any concerns with our staff. Volunteers should never provide clients with information due to liability purposes.

## **Background Screening**

Hamilton Living Water Ministry, Inc. conducts background checks not only on all employees but also for volunteers. Our first priority is the overall safety and welfare of our children; therefore, under no circumstances will individuals with questionable background reports be permitted to volunteer with our children, youth and families. Volunteering is pending results of all background reports. It is the policy of Hamilton Living Water Ministry, Inc., for employee and volunteers to have a yearly background screening.

All report results will be kept confidential. Any individual whose background check shows any charges, arrests or convictions of child endangerment, child abuse, child molestation, or violence will not be permitted to volunteer. The Executive Director will review the background reports with any other records of charges, convictions or arrests and make the final determination as to whether the individual is able to participate in our volunteer program. The Executive Director should meet with the individual to explain the decision.

## **Day to Day Issues**

The staff and volunteers work under the day-to-day supervision of the Executive Director. When questions arise concerning the work, they should first consult with the lead teacher. Should there be a need to discuss the issue further, contact the Executive Director.

## **Office Life**

Good housekeeping is important as a matter of Christian stewardship. Volunteers are expected to keep their work space, classrooms and agency property and equipment properly cleaned, maintained, and in good order. Please report any concerns to the proper party.

## **Donations**

Volunteers may make in-kind donations but will need to check with staff first. Due to allergies and other medical concerns all food items, candy and other treats should be discussed with administrative staff in the main office prior to donating.

## **Guests**

It is our policy that all guests must be accompanied by and remain with employees of Hamilton Living Water Ministry, Inc. at all times. If ever the situation where a guest would need to see you while volunteering, they must sign in at the receptionist desk, wait in the main office and our staff will call you down to see them in the office. No guest is permitted past the main office unless accompanied by an employee.

## **Technology Usage**

Hamilton Living Water Ministry, Inc. is a “**tech free zone**” for all volunteers. The use of technology resources, including its network access to the Internet are strictly for administrative and instructional purposes. Personal use of the technology resources/electronic media is **not** permitted at any time, including but not limited to the following: All forms of social media, such as text messaging, instant messaging, electronic mail (e-mail), Web logs (blogs), electronic forums (chat rooms), apps or social media based sites (e.g., Facebook, MySpace, Twitter, LinkedIn, Snap Chat, Instagram). Technology resources/electronic media include all forms of telecommunication such as landlines, cell phones, smart phones, iPods, iPads, Kindles, Nooks, tablets, laptop or any other electronic devices. Headphone and ear buds are not permitted unless approved. Timers, clocks, and calculators will be provided for use in the classrooms, cell phones should not be used for these purposes.

Electronic mail transmissions and other use of the technology resources are not confidential and are monitored at any time to ensure appropriate use. Volunteers should not exchange or change any passwords for access to computers, voicemails or other equipment. Volunteers are not permitted to copy or transfer agency data, files or other information onto personal storage devices such as but not limited to flash drives and CD's. Personal computers, phones, tablets or other media devices are not to be used. Posting of pictures or other information relating to Hamilton Living Water Ministry its clients, children and families is not permitted.

## **Personal Calls and Cell Phone Usage**

Volunteers need to make phone calls before and after their scheduled volunteer time. No conversations should be held in the presence of other staff, clients or children. Cell phone usage, including internet messaging and texting is prohibited, unless it is an emergency. If a volunteer needs to make or receive a personal telephone call or send a text such actions should take place in the front office during the volunteers scheduled time.

## **Personal Belongings**

No large bags, coats, satchels, book bags, laptop cases, or purses are allowed beyond the front office. Volunteers are not permitted to keep any personal items with them during scheduled volunteer time, unless preapproved by staff for academic purposes. A secure location in the front office will be provided for any of the above mentioned items brought to the facility by the volunteers. Said items will be locked up upon arrival and returned at the end of the scheduled time.

## **Dress Code**

Good personal hygiene and modest and appropriate attire is required. A copy of the Dress Code Policy is available on our website. Be sure to familiarize yourself with our policy, we would not want you to have to go home and change.

## **Smoking/Illegal Drug/Alcohol Use on Property**

Since the use of alcohol and illegal drugs is a major factor in crime, disease, death and family dysfunction, we support educational programs encouraging abstinence from such use. Therefore, the sale or use of alcohol and/or illegal drugs on the premises or in activities supported or promoted by Hamilton Living Water Ministry, Inc. is prohibited. We affirm our historic tradition of high standards of personal discipline and social responsibility. In light of the over-whelming evidence that tobacco smoking and the use of smokeless tobacco are hazardous to the health of persons of all ages, we recommend total abstinence from the use of tobacco. No smoking or other use of tobacco products including, but not limited to, cigarettes, vaporizers, pipes, cigars, snuff, electronic smoking devices or chewing tobacco is permitted in any part of the building or on property.

## **Reporting Child Abuse and Neglect**

Hamilton Living Water Ministry, Inc. takes the social, emotional, and physical well-being of our children very seriously. All behavior that might appear abusive or inappropriate must be reported to our staff immediately. Our staff are trained to respond to these concerns to ensure that all of our children are protected and kept safe.

## **Workplace Solicitation**

Volunteers may not promote, distribute literature or solicit on Hamilton Living Water Ministry, Inc. property or use our facilities, email address, voicemails or bulletin boards. The Executive Director may grant exemptions at their discretion. Under no

circumstances are volunteers to solicit personal and private information from students for papers, questionnaires, reports, or case studies for required or personal gain.

### **Zero Tolerance for Workplace Harassment and/or Violence**

Hamilton Living Water Ministry, Inc. has a zero-tolerance policy concerning any type of harassment (including sexual), threats, intimidation and violence of any kind in the workplace either committed by or directed to our volunteers or employees. Volunteers will be dismissed on the spot should an incident occur and local law enforcement may be notified. Weapons of any kind are not permitted onto our premises or to agency functions. If you suspect there is a weapon on the premises you must immediately notify staff and/or local law enforcement. If you feel you have been subjected to harassment/threats or threatening conduct by anyone you should notify our Executive or Assistant Director immediately.

### **Tracking of Hours**

If you are required to track your hours of service it is your responsibility to make sure that one of our Administrative Staff signs your timesheet or form each time that you come in to volunteer. We are unable to confirm or sign off on any previous hours. You should have the date and times already completed in ink when asking our staff to sign. If you do not have a form, please request one from our Administrative Staff the first time that you volunteer. We have a standard form that is used for many of our volunteers to adequately track their time.

### **Volunteer Expectations, Facility Safety and Classroom Protocol**

All volunteers must complete an on-line Orientation and required quiz prior to working with children and/or families and clients. Hamilton Living Water Ministry, Inc. must have a completed background check received by the front office before any interaction with students can occur. Volunteers are never permitted to wander throughout the facility or enter a restroom alone. A "Two Adult Rule" is observed in our facility at all times ensuring volunteers are never left alone with a child. Staff can instruct you on the proper procedure for using the restroom while children are in the building. Volunteers will remain in their assigned classrooms for the duration of their scheduled time each time unless otherwise instructed by the lead teacher. Staff may reassign classroom/child placement. Public displays of affection amongst volunteers are not permitted while on property.

### **Discipline**

Any volunteer of Hamilton Living Water Ministry, Inc. who violates any policies or practices in the Volunteer Code of Conduct, either by engaging in such conduct or knowingly allowing such conduct to go unnoticed, unreported or uncorrected will be dismissed from their volunteer position.

### **Termination Without Cause**

Any volunteer may be dismissed by the Ministry for reasons other than those enumerated under "Cause for Dismissal" with approval of the Executive Director.

## **Cause for Dismissal**

Examples of “Cause for Dismissal” may include, but are not limited to, the following:

- Unsatisfactory performance
- Insubordination (failure to obey lawful direction)
- Rudeness to, mistreatment or abuse of staff, other volunteers and/or visitors, children or clients, including yelling, use of inappropriate or foul language, threatening gestures, sexual or other harassment
- Neglect in the care and use, or misuse of Ministry property or funds
- Repeated unexcused or excessive absences or tardiness
- Failure or refusal to observe HLWM policies
- Practices considered immoral, unethical, illegal, or to be incompatible with Christian teachings
- Falsifying of any other records, time sheets, or documents
- Disorderly conduct, fighting or other acts of violence
- Possessing, entering or using weapons on agency property
- Possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs in the employee’s system, on agency time or property
- Disclosing or using confidential information without authorization
- Soliciting personal information from students
- Violating the “tech free zone” for cell phone, computer, software, photo or other media use policies
- Being convicted of a crime
- Using private student information gleaned at the facility for research, academic, or personal gain
- Failing to adhere to the “Two Adult Rule”

The above list of reasons for discharge should not be construed as an exclusive list or as otherwise qualifying all the causes or types of misconduct that can lead to discharge.

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