



Code of Conduct Policy

Toy Rescue Mission (TRM) is committed to the innovative refurbishing of used toys and providing them to children and seniors in need.

TRM has the following purpose and values:

Purpose

To provide a safe, tolerant and respectful environment within which volunteers both young and old can be active in the mission of TRM.

Values

Toy Rescue Mission is committed to:

- **High Quality Refurbishing** - providing each child or senior with a safe working clean toy.
- **Respect and Dignity** - treating each other, our agency partners and our clients with respect and dignity.
- **Partnership** - working in partnership with volunteers, agency partners, local businesses, and government agencies to further advance the mission of TRM.
- **Diversity and Inclusiveness** - celebrating diversity and encouraging inclusiveness so that all volunteers can participate and succeed in their effort to assist those in need.
- **Leadership and Accountability** - demonstrating leadership by being responsible and accountable for work that is being done.
- **Professionalism and Ethical Conduct** - acting with professionalism that is based on sound ethical behaviour.

Summary

TRM's goals will be most successfully achieved if all volunteers fulfill their roles in an exemplary manner by adhering to the highest possible standards of professional competence and conduct. TRM has prepared its own Code of Conduct to shape and guide the standards of conduct expected of all volunteers.

A Message from the TRM President & Executive Director

One of the many strengths of TRM is our volunteer's strong commitment to the mission of providing toys to those in need. The contribution that each volunteer makes to supporting and delivering TRM products and services makes a difference to the future well being of children, the social and economic success of TRM, and the future of Pierce County. We can feel justifiably proud of our collective achievements in creating a system to respectfully serve those among us in need.

The foundation of these efforts is our professionalism and adherence to high standards of ethical conduct. In an increasingly complex and challenging environment characterized by ongoing change, our delivery of community services must be supported by a clear articulation of what is expected of us in the way we conduct ourselves and perform our work.

This *Code of Conduct* aims to achieve this by stating the ethical principles, obligations and standards that apply to all of us as volunteers of TRM. This Code aims to be clear and informative to the reader but if something is unclear please direct all questions to myself for additional clarification.

The Code's requirements are neither onerous nor threatening. Most volunteers have already internalised professional principles and practices consistent with this document. While compliance with the code is expected, the code should predominantly be used to inform and guide volunteers in making prudent and ethical decisions, particularly in response to complex circumstances where the "correct" or "best" course of action may not be readily apparent.

The code is the result of contributions from many people both inside and outside of this organization. I acknowledge and thank all those organisations and individuals who have contributed to the development of this code.

All volunteers are expected to read this code, and to develop a clear understanding of the ethical principles, obligations and standards that underpin our daily work within this organization.

Martha Davis
President & Executive Director - TRM

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Introduction

Overview

This *Code of Conduct* is important for everyone associated with TRM and its activities. As community service volunteers, we hold a special position of trust. Even though we are not employed at public expense for community benefit, we exercise powers that can have a significant impact on the lives of children and young people, and the donors of TRM expect and trust that these powers will be used properly and with prudent stewardship.

The *Code of Conduct* sets the context of our volunteer work, including how that work is to be performed, and how we should conduct our relationships with others. The code provides direction and guidance on our responsibilities as volunteers and how we should use the powers and discretion that come with our positions. It also establishes standards for our conduct and performance that are consistent with attaining the mission and objectives of TRM.

Using this Code of Conduct

This policy sets out the four principles of TRM ethics that we must observe in the performance of our duties:

- Respect for Persons
- Integrity
- Diligence
- Economy and Efficiency.

These principles are not prioritised, as each is fundamental to good community service.

Each principle creates mandatory obligations for each and every volunteer. The code expands on these obligations by establishing standards for conduct that are applicable to the organizational context. The code aims to be clear and concise in its standard setting to avoid confusion or misunderstanding about organizational expectations.

Who Must Comply With the Code?

The Code applies to all Toy Rescue Mission Board Members and volunteers.

While the Code is not binding for contractors, consultants, partner agencies and TRM clients, the continued association with TRM of these persons / organizations depends upon them observing and complying with the Code.

When Does the Code Apply?

The requirements of the Code apply at all times while volunteering with TRM. This policy was reviewed and voted on by the Board and ultimately approved on February 6, 2014.

Ethical Dilemmas – Deciding the Right Course of Action

TRM ethics concerns how one should behave as a community service volunteer. In most circumstances, the answer should be clear. However, there may be occasions when the answer is less obvious. For example, there may be circumstances:

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- that involve a conflict between two or more ethical obligations,
 - where there is a conflict between your ethical obligation as a community service volunteer and your own personal/professional ethics,
 - when it is not clear what decision actually serves the public interest.

While this policy provides guidance and direction, you may need to exercise judgement when applying weight to competing obligations. In any of these circumstances, it is important to realize that support is available. You can:

- raise issues with someone in a TRM leadership position
- refer to TRM policies, procedures and guidelines
- raise issues at volunteer meeting

Finally, before proceeding, ask yourself:

Is the act legal and consistent with TRM policy?

Is it consistent with organizational goals and this Code of Conduct?

Is it the proper thing to do?

Can the action be reasonably justified by objective standards?

Would the act stand up to public scrutiny?

What Happens if I Breach the Code?

As volunteers who hold special positions of trust, we must be accountable for our actions. Consequences of inappropriate behaviour and breaches of the Code may be dealt with through TRM leadership correction and guidance and may include a request for the responsible party not to return to TRM.

Matters involving a breach of a law will be referred to the appropriate law enforcement office and/or agency.

Who Determines Whether The Code Has Been Breached Without Reasonable Excuse?

This decision is at the discretion of the TRM President who may consult with member of the Board of Directors or outside council as deemed necessary.

Reporting Breaches of the Code

Instances of either suspected or actual breaches of this code must be reported to either the TRM President or another member of the TRM Board.

Obligations

Each of us has an obligation to:

- respect the law
- respond prudently to known breaches of the law and/or organizational policies and

directives, as well as misconduct and maladministration (Refer to the glossary for definitions of misconduct and maladministration)

- Respect the individuals we serve and partner with

Standards

The following sections outline the standards we strive to achieve as TRM volunteers.

- A volunteer shall not knowingly or deliberately by overt or covert acts or omissions impede compliance or implementation of a lawful and reasonable decision or direction
- Those in leadership positions shall make competent decisions and give guidance and directions to other volunteers that are fair and reasonable, having regard to their legal and organizational responsibilities and delegations
- All volunteers are encouraged to be receptive to constructive feedback about how they can better achieve the organization's mission and objectives
- Consistent with this approach, a volunteer may challenge or question a decision or direction if they believe it to be unlawful, unethical, unfair or unreasonable

Principle 1: Respect for Persons

- 1.1.1** We all come into contact with a range of people such as young volunteers, individuals performing community service, senior volunteers, parents/guardians and members of the general public while performing our volunteer duties. These people have a diverse range of views, aspirations, expectations and behaviour. It is vitally important that we extend and demonstrate respect for others in all our communications and interactions. In turn, we can expect to be treated with respect and dignity by others. The positive relationships we build with others both internal and external to the Organization will influence how well we achieve our individual volunteer service goals and the Organization's mission and objectives.
- 1.1.2** Our daily interactions with others reflect on TRM and on us as individuals. It is therefore important to our individual and collective reputation that we conduct our relationships in a professional and respectful way. Volunteers whose work involves communicating with TRM clients, have a special responsibility in providing an appropriate image. Modelling effective leadership in our interactions with young volunteers can have a profoundly positive influence on a student's personal and social development.
- 1.1.3** Demonstrating respect for persons can be achieved by adopting a consultative approach to decision-making, informing people of their rights, entitlements and responsibilities, and fulfilling a duty of care to others.

1.2 Obligations

Each of us has an obligation to:

- Treat all people with dignity and respect at all times
- Respect and be sensitive to an individual's cultural and ethnic background

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- Be responsive, engaging and helpful to the reasonable requests of other volunteers, parents/guardians, agency partners and members of the general public
 - Actively discourage any form of harassment or unlawful discrimination
 - listening to and seeking to understand different points of view (This does not necessarily mean agreeing with the point of view)
 - respecting cultural, ethnic and religious differences
 - valuing and acknowledging the genuine contributions of others make in meeting the organization's mission and objectives
 - expressing constructive feedback that is considered and moderate in its tone
 - being courteous, sensitive, and honest in communications, and being considerate to the needs of others
 - actively managing workplace conflict involving yourself or others
 - working co-operatively and collaboratively with others to achieve common goals and a harmonious environment
 - supporting the personal and professional development of others

Demonstrated failure to respect the dignity, rights and views of others will amount to a breach of this Code

1.3 Standards

1.3.1 Protecting young volunteers from harm

- All volunteers have a fundamental right to a safe and trusted physical and emotional environment that is free from harm.
 - Volunteers **must not** engage in sexual misconduct with another volunteer.

Sexual conduct is any behaviour that might reasonably be interpreted as being designed or intended to arouse or gratify sexual desires.

- The following behaviour would also constitute either misconduct or sexual misconduct:
 - unwarranted and inappropriate touching of a volunteer
 - suggestive remarks or action of a sexual nature
 - sexual exhibitionism
 - obscene gestures, language, jokes containing sexual references or deliberately exposing oneself to the sexual behaviour of others in any form.
- Volunteers must discourage and reject any advances of a sexual nature initiated by a student with whom they have a professional relationship, or where a prohibition on sexual conduct applies.

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- Volunteers must not engage in behaviour that raises a reasonable suspicion that they have engaged in or will engage in sexual misconduct, or that the standards applying to the adult / student relationship has or will be breached. Volunteer's interactions with students, to include student to student, must be and be seen to be professional at all times.
 - Examples of behaviour that raise a reasonable suspicion that the standards applying to the adult-student relationship have or will be breached include:
 - flirtatious behaviour directed at a student
 - dating a student
 - spending significant time alone with a student other than to perform one's volunteer duties, or without other reasonable explanation
 - expressing romantic feelings towards a student in written or other form.

1.3.2 Interactions with parents / Guardians

- Volunteer's should be responsive to all reasonable requests of parents/guardians in relation to their child's volunteer efforts, and should encourage professional partnerships that create optimal learning environments and opportunities for students.

1.3.3 Leadership and supervisory behaviour

- All volunteers are encouraged to demonstrate leadership in the performance of their volunteer work. Volunteers who supervise the work of other volunteers have further important responsibilities.

Supervisors should:

- be role models and encourage and promote behaviour consistent with this Code
- treat other volunteers fairly and reasonably
- adopt a consultative approach about how work is to be performed where appropriate
- encourage initiative, resourcefulness, responsiveness and leadership amongst other volunteers
- regularly acknowledge the good work of volunteers
- be receptive to and considerate of divergent thinking, ideas and modes of operation that may better achieve the mission of the organization

1.3.4 Aggressive behaviour by others

- At times, a member of the community may act aggressively or in an offensive matter, despite a volunteer's best efforts to be helpful and understanding. In these circumstances, the volunteer is entitled to suspend further contact with the person until it can be established there will not be a repetition of the aggressive behaviour. A volunteer must not reciprocate the aggressive behaviour.

1.3.5 Sexual harassment

- All TRW volunteers and clients and anyone else involved with TRM have the right to an environment that is free from intimidation, threat, humiliation and harassment.
- Sexual harassment is unlawful and will not be condoned within the organization. Volunteers shall not engage in workplace harassment. (Refer to the glossary for definitions of sexual and workplace harassment).
- Offensive, abusive, bullying, belittling or threatening behaviour towards individuals or groups of people, performed in the course of one's volunteer responsibilities does not demonstrate respect for other people and amounts to a breach of this code.

Principle 2: Integrity

2.1.1 Upholding the ethical principle of integrity is central to maintaining the probity of our conduct in our dealings with others, in the exercise of public responsibility, and in the proper use of our donor trust. A volunteer's integrity is highly valued by the organization because it reflects positively on them as a person and the organization as a whole. Observing the ethical principle of integrity supports the reciprocal relationship of trust that must exist between a charitable organization and its volunteers.

2.1.2 As custodians of donor resources, we must adhere to the highest standards of integrity if we are to enhance public confidence and trust in TRM. We must avoid any conduct that would amount to a breach of trust of the position that each of us holds.

2.2 Obligations

Each of us has an obligation to:

- ensure that our volunteer positions are not used improperly
- identify, declare, and avoid any apparent or actual conflict of interests.
- manage official information and client records in a manner consistent with TRM policy.

2.3 Standards

The following sections outline the standards we must adopt in our volunteer efforts to TRM in a number of areas.

2.3.1 Conflict of interests

Volunteers should understand what is meant by an apparent or actual conflict of interests (refer to the definition in the glossary).

2.3.2 Donations

- Donations, goods or money, may be accepted on behalf of TRM in accordance with the requirements of TRM policy and must be reported and document. A copy

of the receipt documentation should be offered to the donor.

- All donated goods are to be used in the furtherance of the TRM mission and shall not be used for the personal benefit of a TRM volunteer.
- A volunteer must manage the personal information of individuals and organizations in accordance with TRM.
- Any deliberate mismanagement of organizational records such as unauthorized destruction, or improper alteration to show incorrect or misleading information, or hiding of records is a breach of this code.

2.3.3 Disclosing fraud, corruption, maladministration, misconduct, waste of TRM funds, or risk to health or safety

- A volunteer must report knowledge of fraud, corruption, maladministration, official misconduct, misconduct, negligent management resulting in substantial waste of funds, or a substantial risk to public health or safety to someone in a TRM leadership position.
- A volunteer is expected to co-operate with any investigation being conducted in connection with the administration, management and operation of the organization.

Principle 3: Diligence

- 3.1** The ethical principle of diligence requires us to perform our volunteer duties to the best of our abilities. By volunteering with TRM, we agree to perform our duties diligently and professionally, and to demonstrate a high standard of stewardship over the responsibilities entrusted to us.

We are expected to:

- exercise proper application, care, and attention when carrying out our volunteer duties;
- act responsibly and be accountable for our decisions and actions;
- exercise a duty of care to those we have contact with in the course of our duties, or who may reasonably be affected by the work we do.

Together, we seek to:

- deliver world-class community service to the people of Pierce County;
- instil an ethos that values lifelong learning and service;
- be a genuine caring organization that develops its volunteers by offering them opportunities to grow.

3.2 Obligations

All of us have an obligation to:

- Ensure that our duties are performed with care, responsibility, accountability, attention to detail and diligence;
- Support or deliver high standards of care while adhering to the strong ideal of excellence in community service;
- Refrain from using alcohol, legal drugs or other substances in a way that could

have an adverse effect on our work performance, our behaviour, or reputation;

- Maintain and enhance our competencies while remaining supportive of our colleague's similar efforts.

3.3 Standards

The following sections outline the standards you must adopt in the administration and stewardship of your duties.

3.3.1 Performing your duties

- All volunteers must perform their work duties competently and responsively, with a focus on delivering or supporting the delivery of high-quality community services to those whom we serve.
- Volunteers have a responsibility to maintain the accuracy, integrity and appropriate confidentiality of all organizational information.
- A volunteer who is engaged by the organization to work in a particular professional capacity shall observe any professional code of ethics applying to their work. If there is a conflict between the requirements of a professional code of ethics and this code, the volunteer should seek guidance from the TRM leadership.
- All volunteers are accountable for their decisions and conduct.
- Volunteers who supervise younger volunteers or interact with children must take reasonable steps to protect them from foreseeable injury and harm.
- A volunteer employee should act in a way that enhances their personal and professional reputation and the reputation of TRM.

3.3.2 Alcohol, drugs and smoking

- A volunteer must ensure that their consumption of alcohol, drugs or other medications does not adversely affect their work performance or endanger the health and safety of others and must be avoided during volunteer hours.
- Smoking is not permitted inside the distribution site or storage facility at any time.
- Alcohol, drugs and/or cigarettes must not be distributed to minors at any time or for any reason.

3.3.3 Safety, health and welfare

- A volunteer must be alert to actual or potential health or safety risks and hazards, to include the use of cleaning supplies, and should act within their delegation to remove or secure the risk or hazard, or alert other volunteers.
- A volunteer must not wilfully place the health and safety of any person at the distribution/storage site at risk.

Principle 4: Economy and Efficiency

4.1 The ethical principle of economy and efficiency in community service seeks to obtain value for every donor entrusted dollar spent by the organization. We possess stewardship of important donor financial resources that are used to provide high quality services to the community of Pierce County.

4.1.1 We must ensure that these donor resources are not wasted, abused, or used improperly or extravagantly. These resources include financial and material.

4.1.2 The ethical principle of economy and efficiency must be applied in all our strategic planning for the future delivery of services to the community. We must constantly strive to:

- develop more effective and innovative ways of delivering ;
- find and create ways of using the existing resource allocation to add value;
- flexibly adapt to changing priorities and needs.

4.1.3 The principle of economy and efficiency does not necessarily mean doing more with less as there are obvious limits to such an approach. Rather, this principle challenges us to consider the question, 'How can I add value to the services that I deliver that ultimately benefit needy children and seniors in our community?'

4.2 Obligations

Each of us has an obligation to:

- ensure that all organizational resources are used for official purposes (or approved limited exceptions) and not wasted or used extravagantly
- ensure that any claims for expense payments are made in accordance with organizational policy and procedures, and only for costs incurred to conduct TRM business.

4.3 Standards

The following sections outline the standards we must adopt in our volunteer work for the organization in a number of areas.

4.3.1 Efficient resource management

- Volunteers whose work involve purchasing or managing resources on behalf of the organization must act within their delegated authority and comply with the policies and procedures for the purchase, use and disposal of any TRM resource.

4.3.2 Using equipment and consumable resources

- Volunteers must ensure that all organizational equipment, resources, and consumable items are used only for the work and business of TRM or partner agency.
- All volunteers must ensure that organizational equipment (to include cleaning supplies) is maintained and used in accordance with the manufacturer's requirements, and that all use is both safe and legal.

Glossary of Terms

Conflict of Interests	An apparent conflict of interests exists when an employee's private interests have the potential to interfere with the proper performance of their work duties. An actual conflict of interests exists when a reasonable bystander, in possession of the relevant facts, would conclude that the volunteer's private interests are likely to interfere with the proper performance of their volunteer duties at TRM. An apparent or actual conflict of interests must be identified, declared and avoided or resolved.
Corruption	Asking for, receiving or obtaining, or agrees or attempts to receive or obtain, any benefit of any kind for yourself, or any other person on account of anything done or not done, or to be afterwards done or not done, in the discharge of your volunteer duties.
Duty of Care	A duty to do everything reasonably practicable to protect others from harm.
Harm to a Young Volunteer	<p>Any detrimental effect of a significant nature on the youth's physical, psychological or emotional wellbeing by any cause, other than confirmed accidental harm not involving negligence or misconduct. Harm to a minor includes harm that is cumulative in nature that would result in a detrimental effect of a significant nature to the young volunteer if allowed to continue. Harm can be caused by amongst other things:</p> <ul style="list-style-type: none">- physical, psychological or emotional abuse or neglect; or- sexual abuse or exploitation; or- domestic or family violence; or- bullying; or- self harm.
Intellectual Property	includes documents, funding opportunities, publications, manuscripts, audio-visual presentations, inventions, original research, products, donor information and any other materials recorded in any form that are developed for organizational use in the course of your volunteer duties.
Maladministration	An administrative action that is unlawful, arbitrary, unjust, oppressive, improperly discriminatory, or taken for an improper purpose.
Misconduct	disgraceful or improper conduct in an official capacity; or disgraceful or improper conduct in a private capacity that reflects seriously and adversely on the public service.
Official Information	Information contained within organizational records, or

imparted in an official capacity.

Professional relationship

A fiduciary relationship in which trust and confidence are necessarily reposed by one party, investing in the other party a corresponding amount of power. A fiduciary relationship exists where, as a result of one person's relationship to another, the former is bound to exercise rights and powers in good faith and for the benefit of the latter.

Proprietary Knowledge

Information held by the organization, that is not publicly available, not official information, and not intellectual property.

Sexual Harassment

Happens if a person:

- (a) subjects another person to an unsolicited act of physical intimacy; or
- (b) makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- (c) makes a remark with sexual connotations relating to the other person; or
- (d) engages in any other unwelcome conduct of a sexual nature in relation to the other person;

and the person engaging in the conduct described in paragraphs (a), (b), (c) or (d) does so –

- (e) with the intention of offending, humiliating or intimidating the other person; or
- (f) in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Sexual Misconduct

During or outside volunteer hours:

- (a) conduct towards any person that would constitute a criminal offence of a sexual nature; or
- (b) conduct that is sexual harassment as defined in section 119 of the Anti-Discrimination Act 1991; or
- (c) any other sexual conduct by a TRM volunteer directed towards or involving:
 - any student under the age of 18 years where a professional relationship exists; or
 - a student aged 18 years or older which could reasonably be regarded as creating an apparent or actual conflict of interest between the volunteer's private interests and her/his volunteer duties.

Sexual conduct is any behaviour that might reasonably

be interpreted as being designed or intended to arouse or gratify sexual desires.

Volunteer

In this code means permanent, temporary or casual volunteer of TRM.

Workplace Harassment

is repeated behaviour by a volunteer, other than behaviour that is sexual harassment, that:

- (a) is directed at an individual volunteer or group of volunteers; and
- (b) is offensive, intimidating, humiliating or threatening; and
- (c) is unwelcome and unsolicited; and
- (d) a reasonable person would consider to be offensive, intimidating, humiliating or threatening for the individual volunteer or group of volunteers in all the circumstances.