

# Volunteer Agreement Standards of Conduct

## AHTN Programs

The mission of AHTN's Programs is to provide transportation, selected services, and resources to homeless and those in need. Volunteers are the program's most valuable resource. To establish the greatest degree of trust, volunteers have a responsibility to provide quality service and uphold high ethical standards.

### **Instructions: To be completed by all AHTN volunteers:**

As a participant in any AHTN Program, I agree to the following standards of conduct:

- I will treat ALL guests fairly with courtesy and respect.
- I will safeguard the confidentiality of guest information. This includes comments made on all SocialMedia pages as well.
- I will work within the guidelines of the AHTN program and not offer additional services to the guests I meet while on duty.
- I will not release any personal information to the guests or give them any money.
- I may socialize with guests in a trustful and friendly manner.
- I will refer guests to experienced personnel or agencies if there is a need for additional help beyond the AHTN mission.
- I will exercise reasonable care in the use and protection of equipment and supplies.
- I will not accept payment from anyone for the services I provide.
- I will contact the AHTN Shelter Coordinator if a problem beyond my ability occurs.
- I understand there may be health & safety risks associated with working at the shelter.

Do you work for a company that provides grants to non-profit organizations for which you volunteer or matching grants for donations? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, which company \_\_\_\_\_ (ex; IBM, Verizon, Merrill Lynch, J&J, Comcast)

\_\_\_\_\_  
**Print Full Name**

\_\_\_\_\_  
**Preferred Phone Number**

\_\_\_\_\_  
**Home Street Address**

\_\_\_\_\_  
**Email Address**

\_\_\_\_\_  
**City, State & Zip Code**

\_\_\_\_\_  
**Date**

**Signature** \_\_\_\_\_

*My signature verifies that I have received required AHTN training*

**PLEASE SIGN & EMAIL THIS PAGE TO Jacki at [JMcMaster@ahtn.org](mailto:JMcMaster@ahtn.org)**