

# Wings of Love Bird Haven, Inc.

## Code of Conduct

As a volunteer for WOL Bird Haven, Inc. I will conduct myself in the following way when working as a representative:

1. Support the mission, goals and efforts of WOL Bird Haven, Inc. with a positive attitude.
2. Approach my volunteer job responsibilities with professionalism.
3. Be accountable for the activities and commitments I make to WOL Bird Haven, Inc.
4. Treat birds and all companion animals with respect.
5. Promote goodwill by handling contacts with staff, volunteers, customers, and visitors in a spirit of courtesy and cooperation.
6. Be positive and creative in my efforts to resolve problems.
7. Report to my volunteer job physically and mentally fit for duty.
8. Remain drug free while actively performing my volunteer duties and responsibilities.
9. Provide appropriate notice of unavoidable absence or lateness.
10. Deal fairly with all WOL Bird Haven, Inc. colleagues, co-workers, supervisors, customers, visitors, volunteers, etc. without regard to their gender, race, ethnicity, religion, creed, age, sexual orientation, marital status, national origin, ancestry, citizenship, military status, veteran status, handicap or disability.
11. Contact the Executive Director immediately if I feel discriminated against or harassed by someone in connection with my volunteering.
12. Only serve as agency representative in the community or media when authorized to do so by the Executive Director.
13. Correct, when possible, any inappropriate, misleading or inaccurate information and representations made by others concerning WOL Bird Haven, Inc. policies, practices or procedures.
14. Maintain and safeguard the confidentiality of all business, donor, employee, volunteer and animal records, credit and financial information, and/or any information relating to the operation of the agency that is not known or readily accessible to the public.
15. Observe all safety and security rules in the performance of my volunteer job duties. Report accidents, injuries, fire, theft or other unusual incidents immediately after occurrence or discovery.
16. Avoid engaging in any conduct that is or could be perceived as a conflict of interest.
17. Refrain from using WOL Bird Haven, Inc. property, services or supplies for personal reasons unless given prior permission by the Executive Director.
18. Call (972) 617-3931 and speak to a WOL Bird Haven, Inc. Representative if I have questions or concerns about any organizational policies, procedures, interpersonal communications, or my volunteer responsibilities.