



## **CONFIDENTIALITY**

Confidentiality shall be strictly enforced with volunteers of the Senior Citizens Council.

No volunteer shall disclose information related to a client and his/her services with Senior Citizens Council, either during, or after termination of, the employment relationship between the volunteer and the Senior Citizens Council. Volunteer's involved directly with persons receiving services will be held responsible for ensuring that personal information is disseminated only to other professionals involved with services. All written documents of a confidential nature will be maintained in a secure place. Confidential telephone conversations will be held only in a private office/work space.

It is the responsibility of all volunteers to monitor confidentiality in their work areas and report all concerns and/or violations to their supervisor.

I hereby acknowledge receipt of the above policy, have read the same, and understand the contents thereof.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

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### **CONFLICT OF INTEREST - VOLUNTEERS**

It is the policy of the Senior Citizens Council, to prohibit its volunteers from engaging in activities, practices, or acts which conflict with the interests of the organization and the people it serves. Acknowledging that the organization serves well over 2,000 people a year, it is likely that volunteers will personally know and be related to some of the people the organization serves.

Examples of conflicts of interest include, but are not limited to:

If a volunteer or member of his/her immediate family or volunteer has a financial interest in a firm which does business with the Senior Citizens Council, the volunteer must report the interest to the Executive Director and must not represent the Senior Citizens Council in such a transaction.

No volunteer or member of his/her immediate family shall accept gifts from any person or firm doing or seeking to do business with the Senior Citizens Council. Such gifts must be returned. However, volunteers are not prohibited from accepting advertising novelties such as pens, pencils, calendars, or other gifts of nominal value when circumstances clearly show that the gifts are offered for reasons of personal esteem and affection.

Volunteers shall not display favoritism or preferential treatment of one person or group of people served by the organization over another.

Volunteers shall not suggest or recommend any business or service with which they have a personal or professional relationship.

A volunteer providing direct services to an individual and/or family will maintain a professional relationship within the scope of the volunteer's job description and the program's service description. Personal relationships with people a volunteer provides direct service to are prohibited. If a personal relationship exists prior to service, the volunteer will report the relationship to their supervisor and the Executive Director.

No volunteer shall deal with a person serviced except in a relationship that will support the approved goals of the service plan. Specifically, staff members must not accept, either for themselves or any member of their family, any personal (tangible or non-tangible) gift, favor or service, from a person receiving services from the organization or from their family or close associates, nor shall any staff give any gifts, favors or services to persons served, their families or close associates.

No volunteer shall enter into any business relationship with people receiving services from the organization or their families.

Since the above examples are not exclusive, it is the responsibility of each volunteer to report any questionable circumstances to his/her immediate supervisor.

The Senior Citizens Council, by and through its Executive Director, may waive any volunteer conflict of interest under factual circumstance deemed by the Executive Director to warrant such waiver, in the Executive Director's sole and absolute discretion.

I hereby acknowledge receipt of the above policy, have read the same, and understand the contents thereof.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

SSC

Adopted: August 2001. Revised: March 2004, October 2006,  
Current Version: February 2014