

## **VOLUNTEER CODE OF CONDUCT**

Big Brothers Big Sisters of Dufferin and District provides young people with safe, quality Mentoring relationships. As a volunteer Mentor, you commit to fostering a safe, healthy, enjoyable and meaningful relationship by observing the following code of conduct:

- Volunteers conduct themselves in a manner consistent with the agency's:
  - mission, vision, and Theory of Change;
  - policies and procedures; and
  - commitment to diversity, equity, and inclusion.
- Volunteers follow agency policies and procedures related to the safety of the child/youth as outlined in the Agency's Pre-Match Training Program and do not engage in any behavior that may be perceived as being sexual and/or abusive with the child/youth or any member of their family.
- Volunteers promptly report any concerns about the Match to the agency.
- Volunteers promptly report any issues, concerns, or changes of circumstances (living situation, change of address, phone number, etc.) with the Agency contact person.
- Volunteers respect the privacy, dignity and rights of the Mentee and family by not divulging confidential information without consent, except where required by law.
- Volunteers integrate Developmental Relationship Framework concepts into their mentoring experience.
- Volunteers are positive role models to a child/youth and as representatives of the Agency.
- Volunteers treat the Mentee and their family in a respectful way at all times.
- Volunteers model consistency, reliability, punctuality, and commitment to open communication.
- Mentors honor the commitment of spending time with the Mentee on a regular basis, including limiting their involvement in the Mentee's life to what is deemed appropriate by the agency.
- Volunteers establish, maintain, and respect boundaries with both the Mentee and the Mentee's family/caregiver.
- Volunteers allow the mentoring relationship to develop at its own pace.
- Volunteers understand and respect that it is not their role to provide support to the family/caregivers.
- Volunteers respect the roles of the parent/guardian/caregiver, family, and school/community partner.
- Volunteers participate in regular support meetings to discuss the match relationship and commit to a mandatory match monitoring schedule to ensure:
  - the match is safe and healthy;
  - the mentee derives the most benefit possible from the mentoring friendship; and
  - both Mentee and Mentor are feeling valued and supported in the match.
- In the event of Match closure, volunteers are sensitive to the impact that this can have and take the necessary steps to minimize upset to the child/youth, including celebrating the accomplishments of the Match.
- Volunteers connect with program staff to formally close the match.