



WHITEHALL-COPLAY HUNGER INITIATIVE

CODE OF CONDUCT

Our Mission is to alleviate food insecurity in Whitehall and Coplay. We operate in accordance with the United States Department of Agriculture (USDA) and PA Department of Agriculture (PDA), and Second Harvest Food Bank of the Lehigh Valley and Northeast Pennsylvania's policy which prohibits discrimination of the basis of race, color, national origin, sex, age, disability, or sexual orientation.

WCHI's behavioral expectations towards our guests (participants) and fellow volunteers:

1. Treat people with respect and kindness.
2. Greet program participants (guests) warmly.
3. Maintain eye contact.
4. Smile and engage with positive and upbeat conversation.
5. Speak with a friendly tone.
6. Anticipate our guests' needs, i.e., hold doors open, carry bags, and help those with special needs.
7. Be non-judgmental with verbal or non-verbal expressions i.e., what kind of vehicles they drive, their jewelry, fingernails, clothing, lifestyle, no rolling of eyes, etc.
8. Guests and volunteers will not use profanity, demeaning or abusive language.
9. Guest attendance and conversation are to be kept confidential because we want community residents to attend WCHI programs. Your neighbor or friend may be in need and we do not want them to feel embarrassed to attend.
10. If any volunteer is working with any guest or volunteer data collection information for any of our programs, this information must be kept completely confidential.
11. Guests or volunteers will not smoke or use tobacco products, consume alcohol or drugs while participating in WCHI programs.

WCHI's requests Reporting Misconduct to the program coordinator. This includes any behavior that is unkind, negative, and not in compliance with WCHI's behavioral expectations. If not satisfactorily resolved, then this issue needs to be brought to the WCHI President's attention -- Shari Noctor 484-225-0358.

Volunteer Signature

Date