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CAROL ROWE MEMORIAL EDMONDS FOOD BANK  
STAFF AND VOLUNTEER CODE OF CONDUCT

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The Carol Rowe Memorial Edmonds Food Bank (Edmonds Food Bank) Code of Conduct outlines expected behaviors for all Edmonds Food Bank staff and volunteers. The Edmonds Food Bank will serve clients and conduct business fairly, impartially, ethically, in full compliance with all applicable laws and regulations, and consistent with the Edmonds Food Bank mission. We expect that at all times staff and volunteers treat clients with kindness and integrity, following the Edmonds Food Bank's mission to "provide food to local individuals and families in need at no cost to the recipients and without regard to race, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status, proof of need, or any other characteristic protected under applicable federal or state law. We strive to treat all recipients with care and operate with an atmosphere of respect." Staff and volunteers will not engage in conduct or activity that may raise questions as to the agency's honesty, impartiality, or reputation.

As a staff or volunteer of the Carol Rowe Memorial Edmonds Food Bank, I will ensure that:

- I will not take advantage of my Edmonds Food Bank position to seek personal gain through the inappropriate use of Edmonds Food Bank information or goods, or abuse my position.
- If I receive food for personal consumption, I will comply with the policies.
- I will follow client confidentiality rules: All volunteers who work at the Edmonds Food Bank understand that all client and donor information including addresses, phone numbers and email addresses are the property of Edmonds Food Bank and agree to never capture or remove this information for their personal use or gain or for the gain of any non-Edmonds Food Bank entity. All client and donor information is strictly confidential and must never be discussed or given out to any non-Edmonds Food Bank volunteer or employee.
- I will protect all agency and donor supplied assets and use them only for appropriate agency approved activities.
- Without exception, I will comply with all applicable laws, rules and regulations.
- I will promptly report any illegal or unethical conduct to the executive director or the Edmonds Food Bank committee chair. Every staff member and volunteer has the responsibility to ask questions, seek guidance and report suspected violations of this Code of Conduct.
- I will treat my workplace and others with courtesy and respect, and will refrain from yelling, harsh language, spitting, throwing objects, leaving a mess, or any other disrespectful behavior.
- I will respect personal space and will not make disrespectful comments. I will not use abusive, harassing, intimidating, or assaultive behavior to any person at the food bank, volunteer or client, regardless of race, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status, proof of need, or any other characteristic protected under applicable federal or state law.
- I will refrain from overt negativity and/or creating a negative work culture. I will discuss any issues or concerns with the executive director.

- I will not come to the food bank under the influence of drugs or alcohol.
- I will not engage in any activity that might create a conflict of interest for me or the agency.
- I will respect the property and rules of the larger church under which the food bank is organized.
- In support of our mission and to protect the privacy of our clients, the Edmonds Food Bank strictly limits filming and photography of our facility and of our operation. No photography or filming is permitted in the building without director's approval.

#### CONFIDENTIALITY AGREEMENT

All volunteers who work for the Edmonds Food Bank understand that all client/recipient and donor information including addresses, phone numbers and email addresses are the property of the Edmonds Food Bank and agree to never capture or remove this information for their personal use or gain or for the gain of any non-Edmonds Food Bank entity. All client/recipient and donor information is strictly confidential and must never be discussed or given out to any non-Edmonds Food Bank entity.

#### PENALTY FOR NON-COMPLIANCE

- For the first offence of failing to adhere to this policy, the person will receive a WARNING.
- For the second offence of failing to adhere to this policy, the person will not be allowed to volunteer for a period of one month. They may continue to participate in the food bank distribution line, but as a client at times according to the published schedule.
- For the third offence of failing to adhere to this policy, the person will be barred from volunteering at the food bank. They may continue to participate in the food bank distribution line, but as a client at times according to the published schedule.

I have read the Edmonds Food Bank Code of Conduct and I do certify that:

- I understand the Edmonds Food Bank Code of Conduct.
- To the best of my knowledge, I am in compliance with the Edmonds Food Bank Code of Conduct.
- I will continue to comply with the Edmonds Food Bank Code of Conduct.

PRINTED NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_