Volunteer Code of Conduct

DISCLAIMER

This Volunteer Code of Conduct was established to promote and maintain volunteer excellence, and the highest level of grassroots-advocacy services. This Code of Conduct does not form a contract of any type between National Patient Advocate Foundation (NPAF) and the volunteer. The information contained herein is the confidential property of the National Patient Advocate Foundation. All references to National Patient Advocate Foundation contained in this document also pertain to the Patient Advocate Foundation (PAF).

DEFINITION OF A VOLUNTEER

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of NPAF and the patients represented by NPAF. Unless expressly stated, volunteers are not considered employees of NPAF.

SERVICE AT THE DISCRETION OF NPAF

NPAF volunteers serve at the discretion of NPAF. Volunteers agree that NPAF reserves the right to end the volunteer relationship at any time, with or without cause. The volunteer may at any time, for whatever reason, end their volunteer relationship with NPAF. Notice of such decision should be communicated as soon as possible to the appropriate NPAF Staff member.

CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Failure to maintain confidentiality may result in the termination of the volunteer’s relationship with NPAF.

PROFESSIONAL CONDUCT

Volunteers should exercise the utmost discretion regarding all matters of official business of NPAF. Volunteers should refrain from any action or communication that might reflect negatively upon NPAF. Volunteers must adhere to the highest degree of professional integrity at all times, and conduct themselves in a manner that enhances the reputation of NPAF.

If a volunteer is participating in a local, regional, or national outreach event as an attendee, booth exhibitor or speaker, or engaging in any advocacy-related endeavors, including interaction with the media, NPAF expects the utmost professionalism from the volunteer. Appropriate dress is required and expected at all times.
Volunteers should conduct themselves in a manner that is professional, courteous, and honest to other volunteers, employees of NPAF and PAF, associates and colleagues. If a volunteer has a problem, question, complaint or suggestion, the volunteer should follow proper organization channels up to, and including, the President of State Advocacy & Community Outreach.

CONFLICTS OF INTEREST

Volunteers must remain free of conflicts of interest, and refrain from relationships that are detrimental to NPAF. Volunteers should use discretion during the term of their volunteer efforts with NPAF, and refrain from engaging in any business, directly or indirectly, that competes with, or conflicts with those of NPAF.

Volunteers should consult with NPAF staff regarding any potential conflicts of interest, so that designated staff can determine the impact the proposed activity may have on the ability of the volunteer to perform duties or responsibilities for NPAF.

DISMISSAL OF A VOLUNTEER

Volunteers who do not adhere to the rules and procedures of NPAF or who fail to perform their agreed upon duties may be asked to end their volunteer relationship with NPAF. Possible grounds for dismissal may include, but are not limited to: gross misconduct, inappropriate representation of NPAF, theft of property or misuse of NPAF materials, abuse or mistreatment of staff or other volunteers, failure to abide by NPAF policies and procedures, and failure to perform the volunteer duties as agreed to. No volunteer will be dismissed against their will without a fair opportunity to discuss the reasons involved and request a continuance.