



## **Brooklyn Book Bodega, Inc. Volunteer Code of Conduct**

### **Getting Started**

1. All volunteers must attend an orientation during their first volunteer shift. Orientations are held at the beginning of every volunteer session.
2. Brooklyn Book Bodega asks volunteers to comply with the following sign-up procedures:
  - a. Volunteers must sign up using the Brooklyn Book Bodega sign up form in advance of the shift.
  - b. Volunteers cannot bring guests unless the guest signs up in advance using the Brooklyn Book Bodega sign up form.
3. Brooklyn Book Bodega volunteers will be managed by the Brooklyn Book Bodega Volunteer Coordinator. The Volunteer Coordinator can be Brooklyn Book Bodega Staff or Brooklyn Book Bodega Event Ambassador who is trained and experienced.
4. Volunteers need to perform the activities as they are described in the volunteer form and as instructed by the Volunteer Coordinator during the shift.
5. If volunteers need to cancel their shift, they must contact the Volunteer Coordinator in advance. Failure to properly cancel more than three times in six months may result in no longer being able to volunteer.
6. Volunteers should arrive on time and stay for the duration of the shift, including any time necessary for clean-up. Volunteers must promptly leave the site at the conclusion of the shift.

### **Expectations of Volunteers**

1. Volunteers acknowledge that no employment relationship is created in the context of their role with Brooklyn Book Bodega.
2. Volunteers are expected to arrive on time and stay the duration of their shift unless communicated in advance to the Volunteer Coordinator.
3. Volunteers may not use their participation in Brooklyn Book Bodega to promote partisan politics, religious matters, or other affiliations outside their role as Brooklyn Book Bodega volunteer.
4. Brooklyn Book Bodega asks that volunteers serve to the best of their abilities, and in a respectful, professional, and cooperative manner to staff and other volunteers.
5. While on a shift, volunteers must not engage in the following:
  - a. Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race);
  - b. The use of any alcohol or illegal drugs;
  - c. Any unlawful or inappropriate activity;
  - d. Bring Brooklyn Book Bodega into disrepute including through the use of email, social media and other internet sites, engaging with media etc.;
  - e. Seek or accept any gifts, rewards, benefits outside of their role.



## **Brooklyn Book Bodega, Inc. Volunteer Code of Conduct**

### **Volunteer Dismissal**

Brooklyn Book Bodega is committed to providing a safe and healthy environment for both staff and volunteers. Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Brooklyn Book Bodega's other policies and procedures this may result in the volunteer's dismissal. Notwithstanding the foregoing, volunteers should note that Brooklyn Book Bodega may terminate a volunteer's position without cause.

Brooklyn Book Bodega, in its sole discretion, reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer, Brooklyn Book Bodega, and/or our community partner. Reasons for dismissal may include, but are not limited to:

1. Failure to follow assigned tasks during a shift.
2. Refusal to attend required training.
3. Refusal to give suitable references (if required).
4. Missing more than three shifts in six months without proper notification to the Volunteer Coordinator.
5. Excessive lateness without prior notice.
6. The use of alcohol or other illegal substances while volunteering.
7. Involvement in any illegal activities.
8. Failure to adhere to any of Brooklyn Book Bodega's policies.
9. Any inappropriate behavior.

### **Volunteer Feedback**

If a volunteer has any concerns, questions about appropriate behavior or complaints regarding inappropriate behavior by another volunteer, the community partner, or Brooklyn Book Bodega staff, they should talk with the Volunteer Coordinator immediately. If a volunteer is unable to speak with the Volunteer Coordinator, or has a complaint concerning the Volunteer Coordinator, they should contact Seema Aghera, Brooklyn Book Bodega Chief Operating Officer, [seema@brooklynbookbodega.org](mailto:seema@brooklynbookbodega.org), 617-504-1719.