

<p style="text-align: center;"><b>FLAGLER COUNTY SOCIAL SERVICES</b> <i>Senior Services and Adult Day Care Divisions</i></p>
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**VOLUNTEER ETHICAL STANDARDS**

**POLICY**

All volunteers should have, as a common goal, the enhancement of Flagler County Social Services' (FCSS) position in the community and concern for the clients we serve. To achieve this goal, all volunteers will be conscious of the possible effect their personal activities and behavior could have on the status of FCSS in the community and with funding sources. Volunteers should remember that, when they are working for FCSS, they are representing Flagler County. If staff and management determine that the activities and/or behavior of a volunteer have had a negative effect on FCSS, either internally or externally, appropriate action will be taken, which may include dismissal from service.

A volunteer shall not knowingly serve in any capacity that might constitute a conflict of interest or present the appearance of such between themselves and a client(s).

Activities with clients, other than those that are specifically designated as part of volunteer duties, must receive prior approval from the manager of the program area in which the volunteer works (i.e., Senior Meals & Recreation Manager, Adult Day Care Program Manager or Senior Services Program Manager). Examples of such activities include, but are not limited to:

1. employment with or ownership of a business/agency that is a supplier to FCSS or the client
2. serving as a personal representative of a client's estate
3. assuming guardianship of a client
4. giving money to the client
5. assuming control of a clients' bank account
6. receiving checks or other funds on behalf of a client
7. referring/directing a client to a business, facility or service in which a volunteer (or family member) has a direct or indirect financial interest
8. accepting gifts of substantial value (including cash) from a client
9. negotiating loans from or to a client
10. accepting bequests from a clients' will
11. engaging in any preferential business dealings with or involving any client

**CLIENT CONFIDENTIALITY**

Information concerning the client(s) is considered confidential and may only be discussed with appropriate staff members or agencies involved in the provision of services to the client(s). **Divulging confidential information in any fashion (including client names) is grounds for immediate dismissal.**

**PROGRAM OPERATIONS**

Volunteers are an important and much appreciated part of our programs, however, **the guidelines for daily operation are established by management and implemented by staff.** State and federal guidelines from our grant sources, county government procedures, legal mandates, health regulations and financial restrictions are all factors that are part of management decisions.

As a volunteer, you are in the special position of being able to share as much of your time and energy to support our programs as you choose. You have the personal freedom to take extended vacations or time away from your volunteer duties and, in your absence, staff or other volunteers perform your duties.

***I have read, understand and agree to abide by the Flagler County Social Services Volunteer Ethical Standards. I give my consent for FCSS to conduct a routine law enforcement background check.***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name