



Volunteer Code of Conduct

Big Brothers Big Sisters provides quality mentoring relationships with adult volunteers to children who need a friend. A relationship with a mentor can improve the life of a child, and contribute to his/her emotional well-being.

In the interest of the children and youth that we serve, Big Brothers/Big Sisters volunteers commit to improving the life of a child by observing the following code of conduct:

- Volunteers agree to conduct themselves in a manner consistent with their position as a positive role model to a child, and as a representative of the Agency.
- Volunteers will follow Agency policy and guidelines around the safety of the child as outlined in the Agency's Child Safety Program and not engage in any behaviour that may be perceived as being sexual and/or abusive with the Child or any member of the Child's family.
- Volunteers agree to respect the privacy and dignity of their Mentee and family by not divulging confidential information without consent. The two exceptions to this are where the volunteer is discussing the case in supervision with their Case Manager (as a group of mentors or individually), or where there is a case of suspected child abuse.
- Volunteers agree to limit their involvement in a child's life to what is deemed appropriate by the agency. Volunteers are seen as an influence, not a dominant factor, in the child's life.
- The adult-child relationship is based on mutual respect. Volunteers agree to treat the child in a respectful way at all times.
- Volunteers agree to allow their Mentee to develop their friendship at their own pace.
- Volunteers are required to discuss problems, issues, concerns, or changes of circumstances (living situation, change of address, phone number etc.) with the Agency contact person. The accountability process for volunteers is by attendance at a monthly team meeting or other individual meeting with the caseworker.
- In the event of match closure, Volunteers must be sensitive to the impact that this can have on the child, and take the necessary steps to minimise upset to the child. All matches are to be formally closed by the agency caseworker.

Volunteers understand that breaches of this code of conduct will be taken seriously