

# Pittsfield Housing Authority Volunteer Policy

## Introduction

This policy outlines the guidelines and expectations for volunteers at the Pittsfield Housing Authority (PHA). It includes a code of conduct, requirements for a Criminal Offender Record Information (CORI) check, and rules regarding discussions of politics and religion. This policy aims to create a safe, respectful, and inclusive environment for all volunteers, staff, and residents.

## Volunteer Code of Conduct

Volunteers at PHA are expected to adhere to the following code of conduct:

1. **Respect and Dignity:** Treat all residents, staff, and fellow volunteers with respect and dignity. This includes respecting the privacy and confidentiality of residents.
2. **Professionalism:** Maintain a professional demeanor at all times. Volunteers should dress appropriately and use appropriate language.
3. **Integrity:** Act with honesty and integrity. Volunteers should not engage in any form of dishonesty, theft, or fraud.
4. **Safety:** Prioritize the safety and well-being of residents, staff, and fellow volunteers. Report any safety concerns or incidents to a supervisor immediately.
5. **Dependability:** Commit to the agreed-upon volunteer schedule. Notify your supervisor as soon as possible if you are unable to fulfill your volunteer duties.
6. **Non-Discrimination:** Avoid any form of discrimination or harassment based on race, ethnicity, gender, age, disability, sexual orientation, or any other protected characteristic.
7. **Confidentiality:** Maintain the confidentiality of all sensitive information, including personal information about residents and proprietary information about PHA.
8. **Boundaries:** Maintain appropriate boundaries with residents. Do not engage in personal relationships with residents beyond a professional capacity.

## CORI Check Requirement

All volunteers are required to undergo a Criminal Offender Record Information (CORI) check prior to beginning their volunteer service. This check is necessary to ensure the safety and security of residents, staff, and other volunteers. The following guidelines apply:

1. **Consent:** Volunteers must provide written consent for the CORI check.
2. **Review:** The results of the CORI check will be reviewed by authorized PHA personnel. A criminal record does not automatically disqualify an applicant; decisions will be made on a case-by-case basis.
3. **Confidentiality:** Information obtained from the CORI check will be kept confidential and used only for the purpose of determining eligibility for volunteer service.

4. **Notification:** Volunteers will be informed of the results of their CORI check and any impact on their eligibility to volunteer.

### **No Discussion of Politics or Religion**

To maintain a neutral and inclusive environment, volunteers are prohibited from engaging in discussions about politics or religion while performing their volunteer duties. This includes:

1. **Conversations:** Refrain from initiating or participating in conversations about political or religious topics with residents, staff, or fellow volunteers.
2. **Materials:** Do not distribute or display political or religious materials while on PHA property or during volunteer activities.
3. **Events:** Avoid organizing or promoting events that have a political or religious focus.

### **Enforcement**

Violations of this policy will be addressed promptly and may result in disciplinary action, including termination of volunteer service. Volunteers are encouraged to report any violations or concerns to their supervisor or another appropriate PHA representative.

### **Acknowledgment**

All volunteers must sign an acknowledgment form indicating that they have read, understood, and agreed to abide by this policy.

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### **Acknowledgment Form**

I, \_\_\_\_\_, have read and understand the PHA Volunteer Policy. I agree to abide by the code of conduct, submit to a CORI check, and refrain from discussing politics or religion while performing my volunteer duties.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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\*This policy is effective as of August 27, 2024 and may be updated periodically. Volunteers will be notified of any changes to the policy.