

Calgary Therapeutic Riding Association

Volunteer Code of Conduct

Introduction

Welcome to Calgary Therapeutic Riding Association! As a valued volunteer, you play a crucial role in furthering our mission and supporting our activities. This Volunteer Code of Conduct outlines the expected behaviour, responsibilities, and ethical standards for individuals dedicating their time and services to our cause. By adhering to these guidelines, you contribute to a positive and productive volunteer experience for everyone involved.

Commitment to the Mission

As a volunteer of Calgary Therapeutic Riding Association, I understand and commit to upholding the mission and values of the organization. I will actively work towards furthering our goals and objectives while maintaining respect for the diverse perspectives within our community.

- Embrace and promote the charity's mission in all interactions.
- Demonstrate commitment through reliability, punctuality, and accountability.
- Act as positive ambassadors, representing the organization with integrity and respect.

Respect and Inclusivity

Diversity and inclusion are central to the spirit of volunteerism. Volunteers are expected to treat everyone—riders, their families and caregivers, staff, fellow volunteers, and the general public—with dignity, courtesy, and fairness.

- Show respect for individuals of all backgrounds, cultures, religions, genders, abilities, and orientations.
- Refrain from any form of discrimination, harassment, bullying, or intimidation.
- Foster a welcoming and inclusive environment where everyone feels valued and heard.
- Listen actively and communicate with empathy and patience.

Confidentiality and Privacy

I acknowledge the confidential nature of the information I may encounter during my volunteer service. I will respect the privacy of individuals and refrain from disclosing sensitive or proprietary information without proper authorization.

- Protect the confidentiality of all personal, organizational, encountered as part of volunteer duties.

- Only share information with authorized individuals and when it is necessary for the fulfillment of responsibilities.
- Respect the privacy of beneficiaries, staff, and other volunteers always.
- Comply with all applicable privacy laws and organizational policies regarding data protection.

Professionalism and Accountability

Volunteers are expected to act with professionalism and take responsibility for their actions.

- Perform assigned tasks to the best of their abilities and seek guidance when needed.
- Be reliable and honor commitments; notify supervisors promptly if unable to attend or complete assigned duties.
- Refrain from engaging in activities that could damage the reputation or effectiveness of the organization.
- Stay within the scope of their roles and avoid offering services or advice beyond their training or authorization.
- Report any concerns or incidents of misconduct to the appropriate supervisor or authority.

Health, Safety, and Well-being

I will perform my duties with honesty, integrity and transparency. I take responsibility for my actions and will promptly report any concerns or issues to the appropriate authorities within the organization.

- Comply with all health and safety policies, procedures, and instructions.
- Immediately report any hazard, accident, or unsafe situation to designated personnel.
- Respect boundaries and avoid putting themselves or others at undue risk.
- Prioritize self-care and communicate if feeling overwhelmed or unwell.

Conflict of Interest and Integrity

Volunteers must act with honesty and transparency, avoiding conflicts of interest that could compromise their objectivity or the integrity of the charity.

- Disclose any personal, professional, or financial interests that may conflict with the interests of the organization.
- Will refrain from engaging in any behaviour that be perceived as harassment, exploitation, or discrimination.
- Refrain from using their volunteer position for personal gain or advantage.

Use of Charity Resources

Charity resources—including facilities, equipment, materials, and funds—should be used responsibly and exclusively for authorized purposes.

- Respect and care for all property belonging to CTRA and the stables.
- Do not misuse, waste, or remove CTRA's resources for personal use.

Communication and Social Media

Volunteers are often visible representatives of the organization, both in person and online. Communications should reflect the values and professionalism of CTRA.

- Use respectful and positive language in all forms of communication.
- Do not speak on behalf of CTRA unless authorized to do so.
- Refrain from posting confidential or sensitive information on social media or public forums.
- Promote the charity's work ethically and accurately if sharing on personal platforms.

Continuous Learning and Improvement

A commitment to personal growth enhances the effectiveness of volunteers and CTRA as a whole.

- Participate in required training, orientation, and development opportunities.
- Seek feedback and actively look for ways to improve performance.
- Support a culture of learning and encourage others in their growth.

Grievance and Complaint Procedures

An open and fair process for resolving concerns is essential to maintaining trust.

- Know and follow the organization's procedures for reporting grievances or concerns.
- Treat all complaints seriously and handle them with discretion and respect for all parties involved.
- Participate in investigations as requested, maintaining confidentiality and integrity.

Conclusion

By volunteering with Calgary Therapeutic Riding Association, I agree to abide by the principles and guidelines outlined in this Volunteer Code of Conduct. I understand that my conduct reflects upon the organization as a whole and pledge to uphold its reputation through my actions and behaviors. Together, we can make a difference in our community.

VOLUNTEER NAME:

DATE SIGNED: