



## Volunteer Code of Conduct

Casa Esperanza is a community rooted in dignity, respect, and mutual support. To maintain a safe and welcoming environment, volunteers are asked to adhere to the following guidelines:

- **Foster Hospitality:** Help create a warm and welcoming atmosphere for all residents, staff, and visitors.
- **Respect Privacy:** Refrain from taking photos or asking personal questions of residents.
- **Maintain Confidentiality:** Protect the identity and information of those residing or receiving services at Casa Esperanza.
- **Show Respect and Inclusivity:** Treat everyone with respect, regardless of age, gender, culture, language, ethnicity, religion, or sexual orientation.
- **No Personal Transactions:** Do not borrow, lend, give, or receive money or personal items from residents or children.
- **Coordinate Your Service:** Commit to scheduled volunteer times and coordinate activities with Casa Esperanza staff.
- **Use Appropriate Communication:** Avoid physical force, verbal violence, or hurtful language.
- **Limit Physical Contact:** For safety, refrain from carrying children, sitting them on laps, or engaging in physical play.
- **Avoid Sharing Personal Information:** Do not exchange personal details such as phone numbers or social media accounts with residents.
- **No Drugs or Alcohol:** Do not bring or use drugs or alcohol on the premises at any time.
- **Limit Public Displays of Affection:** Volunteers should avoid public displays of affection, which may make others uncomfortable.
- **Show Fairness:** Treat all individuals equally, showing no favoritism or inappropriate affection.
- **Stay in Common Areas:** Volunteers should remain in open, supervised spaces.

By following these guidelines, volunteers help maintain a safe and respectful environment, ensuring Casa Esperanza continues to be a supportive and healing community.

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**Volunteer Signature**

**Date**

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**Staff Signature**

**Date**