



## Volunteer Rights and Responsibilities

Volunteerism and the commitment to serve a greater purpose is the backbone of CIT Connect. Your selfless contribution of time and resources is instrumental in accomplishing our mission of preserving dignity and life for those most vulnerable.

Our relationship with you is built on respect. It is your right to:

- ✓ **Be treated with Professionalism.** Professionalism is a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community.
- ✓ **Feel valued.** We recognize the significant efforts that volunteers contribute. The time that you donate not only helps CIT Connect succeed but also builds your community.
- ✓ **Understand your role.** We will fully inform you about what's expected of you, the schedule, any resources you will be provided, any changes to program or policy, any safety considerations, and who to contact should you need assistance.
- ✓ **Feel safe.** We strive to create and maintain a safe environment for all volunteers and participants and will always factor safety into program planning. We use safety assessments and plans and it is your right to be fully informed of them.
- ✓ **Receive fair treatment and inclusion.** We have a strong anti-discrimination and inclusion policy which reflects our core belief that all individuals, in every interaction and environment, will be treated with respect and dignity. We do not discriminate on the basis of race, color, national origin, sex, disability, age, status as a service member in the military or law enforcement, religion, sexuality, gender, gender identity, or gender expression in our programs and activities.
- ✓ **Reevaluate your time commitment.** CIT Connect appreciates all of our volunteers and understands that volunteers experience life situations that may affect their commitment.
- ✓ **Communicate with your Outreach Team Lead or CIT Connect leadership** about:
  - Concerns or limitations that are affecting your volunteer role.
  - Any mistreatment towards you or others.
  - Contact CIT Connect Compliance Officer directly if you feel that you are being treated improperly and attempts to resolve issues and conflicts at the local level are not successful.

It is your responsibility to:

- ✓ **Treat others with Professionalism.** Our top priority is preserving dignity and life.
- ✓ **Follow the schedule and the role description** provided for your position. You will also be given information on the history of CIT, the "compassionate response" model, and our objectives as an agency. Please read these carefully and contact CIT Connect leadership if there are any issues.
- ✓ **Respect others, treat them fairly and kindly.** Be inclusive and follow the anti-discrimination policy.
- ✓ **Follow safety rules and ensure safety of others.** Adhere to the safety plan and follow the direction of the CIT Officer or Outreach Team Lead. Report any injuries or safety concerns immediately.
- ✓ **Adhere to the CIT Connect Code of Ethics and Conduct.** We follow the ethical guidelines found in the National Association of Social Work (NASW) and the International Association of Chiefs of Police (IACP):
  - <https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>
  - <https://www.theiacp.org/resources/law-enforcement-code-of-ethics>
- ✓ **Have FUN!** We work hard, but we enjoy the seeing the difference a compassionate response can make. We are excited to share this experience with you!