



Volunteer Guidelines

Purpose These guidelines ensure a safe, respectful, and effective experience for all volunteers, staff, partners, and community members.

Values and conduct

1. Act with integrity, respect, and cultural sensitivity at all times.
2. Uphold trauma-informed, survivor-centered practices in every interaction.
3. Maintain professional boundaries with clients, partners, and fellow volunteers.

Safeguarding and confidentiality

1. Protect the privacy of survivors, community members, and donors. Do not share names, photos, or stories without written consent and organizational approval.
2. Store documents and data only in approved systems provided by HopeWorks Global.
3. Report any safeguarding or privacy concern immediately to your supervisor or the designated safeguarding lead at info@hopeworksglobal.org

Communication standards

1. Use only organization-approved email addresses, files, and communication tools for volunteer work.
2. Be courteous and responsive. Acknowledge messages within two business days when possible.
3. Do not speak to the media or make public statements on behalf of HopeWorks Global without authorization.

Virtual work expectations

1. Have a stable internet connection and a quiet space for virtual meetings.
2. Arrive on time for meetings and be prepared with required materials.
3. Follow cybersecurity best practices including strong passwords and two-factor authentication where available.

Timekeeping and scheduling

1. Track volunteer hours using the organization's chosen method.
2. Notify your supervisor as soon as possible if you cannot attend a scheduled meeting or complete a task.
3. Project deadlines and commitments should be honored. If barriers arise, communicate early to reset timelines.

Use of brand assets and content

1. Follow brand guidelines for logos, language, and imagery.
2. Submit social media content, graphics, or fundraising copy for review before publishing unless you have written posting permission.

Gifts, benefits, and conflicts of interest

1. Do not accept gifts, favors, or compensation from clients or beneficiaries.
2. Disclose any potential conflict of interest to your supervisor.

Safety and boundaries

1. **NEVER ATTEMPT A RESCUE YOURSELF.** If you believe someone is in immediate danger, call local emergency services.
2. For non-emergency concerns related to trafficking, follow the reporting protocol provided in orientation.

Social media

1. You are welcome to share public posts from HopeWorks Global.
2. Do not share sensitive information or identifiable details about individuals or partners.

Training and support

1. Attend orientation and any required role-specific training.
2. Seek guidance when unsure. Your supervisor is here to help.

Background checks

1. Certain volunteer roles, especially those involving direct contact with vulnerable populations or sensitive data, may require a background check.

2. HopeWorks Global will provide instructions and cover related costs where applicable.
3. Completion of a background check is mandatory before placement in these designated roles.

Acknowledgment By signing up to volunteer with HopeWorks Global, you acknowledge that you have previewed these guidelines and agree to follow them, our Code of Conduct, and all applicable laws and policies. You will be asked to confirm this agreement during onboarding.