



3.4.7: MRS Volunteer Behavior

Purpose: The intent of this policy is ensuring that MRS continues to maintain productive and professional interactions with volunteers, as well as between volunteers and MRS Headquarters Staff

The well-being of the Society critically depends on the involvement and engagement of volunteers. MRS thrives and progresses because of the diversity of its volunteers, demonstrated through work and life experience, geographic location, education, ethnicity, age, religion, gender. Volunteers are a valuable resource and should be afforded all professional courtesies.

MRS also relies on productive and professional interactions between volunteers and MRS Headquarters Staff. Therefore, volunteers and MRS Headquarters Staff are expected to interact in a professional manner.

Volunteer Behavior

Every volunteer is expected to act in a professional, responsible, and courteous manner during volunteer activities. Such behavior fosters a positive and productive environment. Conversely, inappropriate or unprofessional behavior is disruptive and unproductive.

Some examples of unprofessional conduct include the following:

- Demeaning, offensive, or disparaging comments regarding the abilities, credentials or performance of other volunteers or MRS headquarters' staff.
- Expressing to persons outside the volunteer team and MRS leadership of one's perceived shortcomings of fellow volunteers.
- Expressing to persons other than the MRS Executive Director of one's perceived shortcomings of MRS Headquarters Staff.
- Unwelcome written, verbal, physical, or visual conduct which relates to sex, race, color, gender, national origin, age, disability, religion, or other protected classification. This can include slurs, epithets, threats or derogatory comments.
- Unwelcomed and repeated flirtations, sexual advances or propositions, jokes, stories, or comments of a sexual nature.

Any of the above, or other behaviors deemed to be inappropriate or unprofessional may result in the termination of the relationship between MRS and the volunteer.

Resolving Volunteer Differences

- If a volunteer is concerned about the performance of another volunteer working on a joint project, a one-on-one direct conversation should be conducted in a professional manner without recriminations or condescending comments. If this does not lead to a satisfactory result, the concerned volunteer may bring a complaint to the Executive Committee, as detailed below.

Resolving Situations of Unacceptable Behavior:

- Any volunteer who feels that they have encountered or observed unprofessional behavior (which cannot be resolved by direct dealing with the alleged offender) should promptly inform the Executive Committee. To the extent possible, this information will be treated as confidential.
- The Executive Committee will determine a course of action to remedy the situation, including investigation of the complaints with volunteers and staff to verify reported issues as well as communication of the expectations for MRS volunteer behavior described in this policy.
- If a repeated pattern of unprofessional behavior occurs or if harassment is encountered, for the good of the Society, its volunteers and its Headquarters staff, the Executive Committee shall implement a corrective action plan, which could include a termination of the relationship between MRS and the volunteer in question.
- A confidential record of violations of this policy and remediation steps will be retained at MRS Headquarters.

Deliverables: N/A; Review policy every five years or as needed

Who: Secretary

When: At least 8 weeks before the Board meeting at which amendments should be considered.

To: GovCom

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