



CODE OF CONDUCT

Purpose of This Code

RCSS exists to serve the San Juan Ridge community with compassion, integrity, and accountability.

This Code of Conduct outlines the expectations for all individuals representing RCSS — including directors, officers, volunteers, contractors, and future staff.

By participating in RCSS work or programs, every individual agrees to uphold these principles.

1. Commitment to Integrity, Honesty & Transparency

All RCSS representatives will:

- Conduct themselves with honesty in all interactions.
 - Communicate truthfully with the public, participants, partners, and each other.
 - Avoid misrepresentation, exaggeration, or withholding of essential information.
 - Uphold RCSS's mission and values in all actions and decisions.
 - Report wrongdoing or concerns promptly to the Board or appropriate designee.
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2. Respectful & Dignified Treatment of All People

All individuals must be treated with dignity, regardless of:

- Housing status
- Disability or health condition
- Economic status
- Race, ethnicity, gender, or identity
- Political views
- Age
- Personal history or trauma

RCSS representatives will:

- Practice active listening and patience.
 - Use respectful, nonjudgmental language.
 - Never belittle, mock, or demean any community member or fellow volunteer.
 - Create welcoming environments free from hostility or exclusion.
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3. Trauma-Informed Engagement

Because many RCSS participants may have experienced trauma, volunteers and directors agree to:

- Interact with sensitivity and awareness.
 - Avoid raised voices, intimidation, or coercion.
 - Seek to de-escalate distress, not contribute to it.
 - Respect emotional boundaries.
 - Refer individuals to trained staff or services when situations exceed personal skill or comfort.
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4. Zero Tolerance for Harassment, Abuse, or Discrimination

RCSS will not tolerate:

- Verbal harassment
 - Physical intimidation
 - Threats or aggressive behavior
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- Sexual harassment or innuendo
- Bullying or humiliation
- Hate speech or discriminatory remarks
- Retaliation against anyone reporting concerns

Any such behavior is grounds for removal from volunteer positions or termination from RCSS involvement.

5. Professional Conduct & Boundaries

RCSS representatives will:

- Maintain clear, healthy boundaries with clients, volunteers, and coworkers.
 - Avoid engaging in gossip or spreading unverified information.
 - Abstain from personal conflicts during RCSS activities.
 - Never use RCSS spaces or relationships for personal gain.
 - Keep communication constructive, solutions-oriented, and mission-aligned.
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6. Confidentiality & Privacy

Volunteers, directors, and staff must protect individuals' private information, including:

- Health or disability status
- Housing situation
- Personal stories
- Contact information
- Any sensitive disclosures

Information may only be shared when:

- Explicit permission is given, or
 - Required to protect safety, or
 - Required by law.
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7. Safety & Responsibility in All Spaces

RCSS representatives will:

- Follow all safety guidelines and procedures.
 - Report hazards or unsafe behavior immediately.
 - Avoid being under the influence of alcohol or drugs during RCSS activities.
 - Respect RCSS property, community property, and shared spaces.
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8. Conflict of Interest Standards

All representatives must:

- Disclose potential conflicts of interest to the Board.
 - Avoid decision-making where personal benefit may occur.
 - Refrain from soliciting donations, services, or favors for personal use.
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9. Collaboration & Positive Team Culture

RCSS thrives on teamwork. Therefore, all representatives agree to:

- Treat each other with cooperation, patience, and grace.
 - Assume positive intent.
 - Offer solutions rather than complaints when possible.
 - Participate in healthy, respectful communication during disagreements.
 - Support a culture where everyone feels valued and heard.
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10. Accountability & Corrective Actions

RCSS leadership may take action if this Code is violated. Actions may include:

- Verbal coaching or warnings
- Temporary removal from duties
- Required training
- Formal board review
- Removal from volunteer roles
- Removal from the Board of Directors (per bylaws)
- Termination of employment or contract

RCSS commits to handling concerns:

- Promptly
 - Fairly
 - Transparently
 - Without retaliation
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11. Commitment to Mission-First Decision Making

Every representative agrees to prioritize:

- The safety of participants
- The wellbeing of the community
- Ethical stewardship of resources
- Long-term trust and reputation of RCSS

Personal differences must never interfere with mission-driven work.

12. Acknowledgment & Agreement

All directors, volunteers, and staff will sign an acknowledgement form stating:

- They have read and understand this Code
- They agree to follow all expectations
- They understand consequences for violations

Code of Conduct Acknowledgement & Agreement

I, _____, acknowledge that I have received, read, and understand the RCSS Code of Conduct.

By signing below, I agree to:

1. Uphold the standards of professionalism, respect, integrity, and compassion outlined in the Code.
2. Conduct myself in a manner that reflects positively on RCSS and supports its mission, values, and community.
3. Follow all expectations regarding confidentiality, boundaries, safety, nondiscrimination, and trauma-informed engagement.
4. Report concerns, misconduct, or violations in good faith to RCSS leadership.
5. Accept that failure to follow the Code of Conduct may result in corrective action, including removal from volunteer roles, employment, or the Board of Directors, as outlined in RCSS policies and bylaws.

I understand that this Code of Conduct applies to all RCSS-related activities, whether in person, online, or in the community, and that I am responsible for maintaining high ethical standards at all times while representing RCSS.

By signing this document, I agree to comply fully with the Code of Conduct and all related RCSS policies.

Printed Name: _____

Signature: _____ **Date:** _____

Role (check one): ☐ Director ☐ Officer ☐ Volunteer ☐ Staff / Contractor ☐ Program Participant

Emergency Contact:

Name: _____ **Phone:** _____

RCSS Representative:

Printed Name: _____

Signature: _____ **Date:** _____