**STANDARDS WE LIVE BY**

The National Alliance on Mental Illness Utah (NAMI Utah) relies on the generous volunteer service of individuals like you to provide the education, support and advocacy that helps NAMI Utah fulfill its mission. Thank you for your interest in joining with us to provide these services.

In order to ensure a high standard of conduct and avoid any misrepresentation of NAMI Utah, the “Standards We Live By” document outlines NAMI Utah’s expectations for its volunteers. Please feel free to ask a staff member if any of these standards are unclear to you. To volunteer in any capacity for NAMI Utah, individuals must have read and agreed to these standards.

**REPRESENTING NAMI UTAH**

When you are on NAMI Utah business, including teaching classes, giving presentations, mentoring or talking to people about NAMI, you have a special responsibility as a representative to project the image that we want others to see. Your behavior impacts the public image of NAMI Utah. We ask that you display the highest standards of integrity and professionalism possible. Our image is also projected through our attire, therefore, we expect you to be attired in appropriate clothing as defined in the NAMI Utah Dress Code.

**DRESS CODE**

A volunteer’s dress and grooming should be appropriate to the job performed. However, radical departures from conventional dress or personal grooming and hygiene are not permitted, regardless of the nature of the volunteer’s job responsibilities.

Clothing that has holes or appears to be excessively used should not be worn. Extremely revealing or tight fitting clothing is not appropriate while volunteering for NAMI Utah. Clothing with explicit language on it should not be worn.

NAMI Utah may ask volunteers reporting to an assignment improperly dressed or groomed to return home to change clothes or individual may not be able to volunteer with NAMI Utah.

**HARASSMENT/SEXUAL HARRASSMENT**

NAMI Utah will not tolerate sexual harassment of any employee, volunteer or individual by a supervisor, fellow employee, volunteer, or by any third party individuals on NAMI Utah premises or at any location where a NAMI Utah class or support group is held. Prohibited acts include sexually abusive jokes, sexually graphic literature, horseplay with sexual overtones, sexual advances, or other acts that could be construed as sexual harassment. Any harassment should immediately be reported to the Executive Director at (801) 323-9900.

**GOOD HOUSEKEEPING**

We are grateful to those businesses and organizations who allow us to use their facilities to hold classes and support groups. Please be respectful of these buildings by keeping them clean and neat. Any garbage should

be disposed of properly. If chairs have been moved around, please arrange them the way they were prior to the class or group. Good housekeeping means that the facilities will look as good (or better) after our classes as they did before.

**CONFIDENTIALITY**

As a volunteer of NAMI Utah you may have access to confidential and/or personal information concerning individuals with whom you interact through your NAMI Utah associations. Improper disclosure of confidential information constitutes a violation of trust and is strictly forbidden of NAMI Utah employees and volunteers. This ensures that participants feel safe in sharing very personal issues.  There are two exceptions to this rule.  They are:

* Someone reveals they are involved in abuse toward a child or the elderly
* Someone reveals plans to seriously harm or threaten someone else’s life

All adults in the State of Utah are mandatory reporters in these situations. All NAMI Utah volunteers are required to sign a confidentiality agreement and adhere to its terms. Reporting of abuse should be made to the police (911—in serious, threatening or dangerous situations), the Division of Child and Family Services (toll-free 1-800- 678-9399) or the Division of Aging and Adult Services (toll-free 1-800-371-7897) as applicable. When contacting police, a Crisis Intervention Team (CIT) officer should be requested. These officers have training in handling mental health issues. Additionally, in the case of breach of confidentiality and/or in the case of abuse, the NAMI’s Executive Director must be notified at (801) 323-9900 and an Incident Report filed.

**SAFETY**

NAMI Utah is concerned about the safety and health of volunteers as well as the security of its physical property. The prevention of occupational-induced injuries and illnesses is an utmost concern.

If you see a condition that you believe is unsafe, please report it immediately to the NAMI Utah Programs Director and Executive Director. In the event that you are involved in an accident, this should be reported immediately to the NAMI Utah Programs Director and Executive Director.

If you see an accident involving another volunteer, be sure to remember what happened, how it happened, and any other information that would be helpful in the treatment of the injured individual. Please get this information to the NAMI Utah Programs Director and Executive Director as soon as possible.

The key to prevention of accidents and injuries is the willingness of each volunteer to work safely. Each NAMI Utah volunteer must accept his/her responsibility to prevent accidents.

I have read and agree to adhere to these standards of conduct:

Name (Print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CODE OF CONDUCT**

I have read and been provided with a personal copy of the Code of Conduct for NAMI Utah. I understand this Code of Conduct and I will comply with it. I have had an opportunity to ask questions and seek clarification about the Code of Conduct, and my questions have been answered to my satisfaction and understanding. Any employee or volunteer who violates this Code is subject to dismissal from performing any activities or duties for this organization. The activities outlined below are strictly prohibited:

* Abusive language, discourtesy, rudeness, abhorrent behavior, or otherwise creating a hostile environment in the presence of a manager, volunteer, another participant, or anyone affiliated with any of the non-profit organizations which NAMI Utah assists
* Possession or use of illegal drugs or the excess use of alcoholic beverages during any activities affiliated with NAMI Utah
* Bringing dangerous or unauthorized materials, such as explosives, firearms, weapons or other similar items to any activity affiliated with NAMI Utah
* Sexual, verbal, physical, visual, written (including e-mail) or other forms of harassment of a manager, volunteer, another participant, or anyone affiliated with any of the non-profit organizations which NAMI Utah assists
* Actual or threatened violence toward any individual or group
* Conduct endangering the life, safety, health or well being of others
* Failure to follow any NAMI Utah policy or procedure
* Bullying or taking unfair advantage of any participant
* Failing to cooperate with a NAMI Utah manager or event leader during the performance of official NAMI Utah business or activities or in the course of performing other tasks related to those activities

I have read and agree to adhere to these Code of Conduct standards:

Name (Print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A copy of this signed “Certificate of Understanding and Compliance” shall be filed at the NAMI Utah State Office or with the appropriate affiliate as applicable.**