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**TITLE:** CODE OF CONDUCT FOR MUNICIPAL VOLUNTEERS  
**SECTION:** EXECUTIVE OFFICE  
**POLICY NO:** 10350-02

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**APPROVAL DATE:** February 24, 2026

**CAO Signature:** 

### 1. PURPOSE

The purpose of this policy is to establish clear expectations for the conduct of volunteers serving the Municipality. Volunteers play an essential role in delivering programs, services, and events, and are expected to uphold the highest standards of integrity, professionalism, and respect in representing the Municipality.

### 2. SCOPE

This policy applies to all individuals who volunteer their time, skills, and services to the Municipality, whether on a regular, seasonal, or one-time basis, including members of advisory committees, boards, community events, and recreational programs. Volunteer members of the Amherst Fire Department and Amherst Police Department are covered under their own specific policies or standing orders.

### 3. Principles

Volunteers are expected to:

- Act in the best interests of the Municipality and its residents.
- Conduct themselves in a professional, respectful, and inclusive manner.
- Comply with all applicable laws, municipal policies, and safety regulations.
- Refrain from any conflicts of interest or actions that could harm the Municipality's reputation.
- Maintain a high standard of integrity

### 4. Standards of Conduct

Volunteers must:

a) Respect and Inclusivity

- Treat all persons with courtesy, dignity, and fairness, regardless of race, gender, age, disability, sexual orientation, religion, or other protected characteristics.
- Refrain from any form of harassment, discrimination, or bullying.

b) Integrity and Accountability

- Perform volunteer duties honestly, ethically, and to the best of their ability.
- Follow through on commitments and notify the appropriate supervisor if unable to attend or complete assigned tasks.
- Shall not use their volunteer position for personal gain.

c) Confidentiality

- Protect confidential and sensitive information obtained through volunteer activities.
- Refrain from disclosing personal or municipal information without proper authorization.

d) Safety and Conduct in the Workplace

- Comply with all municipal health and safety rules.
- Report hazards, unsafe conditions, or incidents immediately.
- Refrain from the use of alcohol, cannabis, or impairing substances while performing volunteer duties.

e) Use of Municipal Resources

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- Use municipal property, equipment, and materials only for authorized purposes.
- Return any borrowed items promptly and in good condition.

#### **5. Conflict of Interest**

Volunteers must:

- Disclose any personal, financial, or professional interest that may conflict with their volunteer role.
- Refrain from participating in decisions or activities where such conflicts exist or could be perceived.

#### **6. Social Media and Public Representation**

- Volunteers shall not speak on behalf of the Municipality unless specifically authorized in advance by the Mayor, CAO or designate.
- When expressing personal opinions publicly, volunteers must make it clear they do not represent the Municipality's official position.
- Avoid posting or sharing content that could damage the Municipality's reputation.

#### **7. Non-Compliance**

Failure to comply with this Code of Conduct may result in:

- Verbal or written warnings.
- Reassignment of duties.
- Dismissal from the volunteer position by the CAO. In the event the volunteer(s) had been formally appointed by Council, the CAO shall recommend dismissal to Council who shall make the final decision through a motion of direction.

#### **8. Acknowledgment**

All volunteers must review and sign the **Volunteer Code of Conduct Acknowledgment Form** before commencing their duties, confirming that they have read, understood, and agree to abide by the policy.

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**ROLES AND RESPONSIBILITIES**

Title/Role	Responsibilities
CAO	Administer policy
Directors/Supervisors	Report any potential breaches of policy to the CAO

For Administrative Use Only:

**VERSION LOG**

Amendment Description	Policy Owner	Approved By	Approval Date
New Policy	Deputy CAO	Council	February 24, 2026

Minutes reference date: February 24, 2026

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APPENDIX



I, \_\_\_\_\_ declare that as a volunteer for the Town of Amherst, I acknowledge that I have read and support the Volunteer Code of Conduct Policy.

Signed: \_\_\_\_\_

Dated this \_\_\_ day of \_\_\_\_\_, 202\_.