

The North Bay Food Bank Code of Conduct

The North Bay Food Bank provides a caring and supporting environment for its employees, volunteers and members of the public, together with outstanding services. The Board of Directors is fully committed to maintaining and enhancing that legacy.

The North Bay Food Bank strives to provide a wide range of services in safe, accessible and welcoming surroundings. The Code of Conduct is intended to promote a harmonious and respectful working environment; to prevent disruptions to service and to maintain the security of the North Bay Food Bank property.

Employees and volunteers are expected at all times to:

- 1.** treat one another and the public with dignity, respect and hospitality;
- 2.** act with honesty, integrity and professionalism;
- 3.** observe high standards of appearance and conduct;
- 4.** avoid conflicts of interest;
- 5.** conduct themselves in a manner that is in the best traditions of the North Bay Food Bank, reflects positively on our public image, and fully supports our mission and mandate.

All individuals participating in North Bay Food Bank activities are asked to cooperate and participate in maintaining a positive environment through treating all individuals with respect and dignity.

- 1.** Threatening, abusive or harassing language or behavior towards an employee or member of the public is prohibited and where it may occur is to be reported immediately to a North Bay Food Bank supervisor or senior staff member.
- 2.** Behavior that may result in a violent act towards an employee, volunteer, or member of the public will be addressed in accordance of the North Bay Food Bank Policy.
- 3.** Requests for services contrary to the Human Rights Code will not be entertained.
- 4.** Willful, deliberate or reckless damage to North Bay Food Bank equipment and property or theft of property may result in prosecution.

Violation of these rules by any person may result in recovery of costs, suspension from North Bay Food Bank services/facilities and possible prosecution.