

Volunteer Code of Conduct

Definition of Volunteer

A “volunteer” is anyone who, without compensation or expectation of compensation, performs a task that helps support and advance the mission of U.S. Pain Foundation.

A volunteer, who may also be referred to as a pain ambassador and/or advocate for the organization, is required to complete either or both of the ambassador and advocate questionnaires and receive a confirmation email of their volunteer status prior to engaging in volunteer activities. Volunteers shall not be considered as “employees” of the organization. Volunteers also include individuals who lead Pain Connection support groups.

Representing U.S. Pain Foundation

As supporters of the U.S. Pain Foundation, volunteers should be familiar with the organization's core values. Such values include, but are not limited to honesty, accountability, transparency, treating people with courtesy and dignity, and being respectful of differing opinions. Volunteers shall at all times abide by and conform to the following Code of Conduct.

General Expectations

1. Volunteers shall know, understand, and support U.S. Pain Foundation’s mission, vision, core values, purpose and goals and become familiar with and follow the policies, procedures, guidelines and the Volunteer Code of Conduct.
2. Professional behavior and respectful discourse shall be required of volunteers; disruptive or inappropriate behavior toward others, including but not limited to volunteers, stakeholders, or staff, is unacceptable.
3. Volunteers shall not discriminate and shall be respectful of ethnic, national, cultural, and religious differences.
4. Volunteers must also be respectful of the validity of all disease states and all treatment options. Everyone is different; what works for you may not work for someone else.
5. Volunteers shall use U.S. Pain Foundation’s name, logos, and materials only when granted permission to do so by one of its staff members.
6. Volunteers are encouraged to speak out as a volunteer of the U.S. Pain Foundation, but must not represent themselves as speaking *on behalf of* or as *an official spokesperson* for the organization without express permission from a staff member.
7. Volunteers must follow all procedures outlined in U.S. Pain Foundation’s Media Policy.
8. Correspondence relating to U.S. Pain volunteer activities or pain-related topics, regardless of the medium, is a reflection of U.S. Pain Foundation. Electronic communications and social media

postings shall follow the same professional standards as verbal communication and must be respectful and appropriate.

9. Volunteers must also conduct themselves professionally and respectfully at events hosted by U.S. Pain Foundation and at any external event they attend on behalf of the organization.
10. Volunteers shall understand the scope of their authority and exercise good judgment in their dealings with others, including volunteers, stakeholders, staff, and the general public and shall respond to all persons in a responsible, respectful, and professional manner.
11. Volunteers shall not request special or personal favors or extensive information from others, including U.S. Pain Foundation volunteers, stakeholders, or staff.
12. Volunteers must not seek personal or third-party gain or financial enrichment through their U.S. Pain efforts.

Violations of the Code of Conduct

Grievances, etc.: U.S. Pain Foundation shall resolve any issues with volunteers in a professional manner. Any volunteer found to be violating the Code of Conduct by U.S. Pain Foundation, or who is believed to have acted inappropriately for any reason, may be asked to resign their volunteer position and may be requested to discontinue future volunteer roles. Such possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the organization's materials, abuse or mistreatment of others.

Upon termination of service, volunteers must remove any indication that he or she is a part of U.S. Pain Foundation— including social media profiles and email signatures—within 48 hours of being notified of the termination as a volunteer.