



Volunteer Policy Examples

Dealing with Challenging Situations

Including a section on Code of Conduct

1. A very simple example of a Volunteer Code of Conduct for Event Volunteers, go to **Section 3 - Code of Conduct**:

<http://www.eventvolunteers.ie/index.php/volunteers/volunteer-policy>

2. Irish Wheelchair Association, go to page 10 - **7.0 Code of Conduct**:

<http://www.iwa.ie/downloads/information/volunteers/IWA-Volunteer-Handbook.pdf>

Including a section on Problem solving and Dealing with Issues

1. This one is from Volunteer Edinburgh. They break it down into Informal and formal process. They advise that the aim is to seek improvement in conduct / performance and reduce need to end the volunteer relationship. They have tried to make the language less punitive / staff disciplinary and more volunteer friendly:

http://www.volunteeredinburgh.org.uk/organise/GPG_Store/GPG_10_Volunteer_Problem_Solving_Policy.pdf

2. This Policy from Belfast Hills has a nice way of putting it:

<http://belfasthills.org/wp-content/uploads/2016/06/Dealing-with-Problems-Volunteer-Policy.pdf>