

Library Volunteers Serving Vulnerable Populations Policy

To protect vulnerable populations from harm and volunteers from false allegations, and to uphold the library's value of respect, volunteers must uphold the Code of Conduct outlined below during the course of their volunteer work for Multnomah County Library. This Code of Conduct applies to volunteers that work with outreach programs or in a library setting that has limited staff supervision.

Vulnerable Populations include all of the following: *elders, persons with physical or developmental disabilities, youth and adolescents, persons experiencing homelessness or mental illness, persons for whom English is a second language, those with economic disadvantages or learning disabilities and any other person especially vulnerable to abuse.*

Code of Conduct

Library volunteers overseeing activities or programs engaging Vulnerable Populations WILL:

- Show respect for the rights, safety and welfare of program participants
- Maintain a professional and respectful demeanor when engaging with program participants
- Document actions or conversations when a program participant has behavior issues and inform a staff supervisor
- Report any violation of a library behavior policy or concerns about program participant behavior immediately to library staff
- Report any concerns about personal safety, harassment or intimidation by program participants
- Report any concerns about a patron or program participant to your supervisor immediately

Library volunteers overseeing activities or programs engaging Vulnerable Populations WILL NOT:

- Use any racist, sexist, discriminatory, offensive or culturally insensitive language including inappropriate slang
- Behave in a way that frightens or demeans any program participant
- Accompany a patron into a restroom or assist them with personal care
- Invite program participant to their home or arrange to see them outside the set activity times in their role as a volunteer
- Transport a program participant in a vehicle
- Give program participant gifts or personal items
- Dispense medication or share personal medication with others
- Perform errands on behalf of program participants
- Solicit business during the library program
- Use patrons' personal information for personal gain

While working with specialized populations, there are additional safeguards that library volunteers will need to adhere to for their own protection and that of program participants.

Volunteers working with youth WILL NOT:

- Initiate inappropriate contact with youth including, but not limited to activities such as piggyback rides, massage, tickling, or wrestling; nor make any remarks related to physique, sexuality or body development
- Use any kind of physical punishment
- Engage in any sexual activity with a youth met through volunteer activities

- Spend an excessive amount of time with any one child
- Provide child care for a parent or guardian while they are using the library or during an off-site program
- Exchange personal contact information with a program participant unless authorized by the volunteer's supervisor
- Start a personal relationship with a youth outside the scope of their volunteer duties

Volunteers working with youth WILL:

- Exercise caution about being alone with a youth and ensure that there is more than one adult present during activities with children and young people
- Ensure meeting room doors remain open during activities when a library staff member is not present
- Ensure that staff or another volunteer knows where they are and what they are doing if they find themselves alone with a youth
- Work as a team with staff and volunteers to set behavior expectations for youth

Volunteers working in an educational setting or computer lab WILL NOT:

- Broker any agreements to provide services outside of the library program
- Reveal personal information (i.e., Identification Number, Social Security Number, bank account information, etc.) about a patron gained during the course of a library program
- Provide services (i.e., legal assistance, translation services, etc.) beyond the scope of the volunteer duties

Volunteers working in a home visit or assisted living setting WILL NOT:

- Assist with medical care
- Adjust or interfere with medical equipment
- Assist with moving a resident from one location to another (i.e., moving from wheelchair to bed or vice versa)
- Perform household chores (i.e., cleaning, lifting heavy objects, etc.)
- Enter restricted areas of a facility without staff permission or if it's outside the scope of duties

But WILL:

- Call for staff assistance if a resident accidentally falls
- Immediately report any concerns about a client or home visit to their supervisor

I have read and agree to comply with the Multnomah County Library's Volunteers Serving Vulnerable Populations Policy.

First and Last Name (*Please print*)

Date

Signature