

# Sunshine Horses, Inc.

## Code of Conduct

Sunshine Horses, Inc.'s mission is "Helping Horses, Helping People." We are dedicated to the well-being of horses in need, and we value the contribution of every volunteer who supports our cause. To ensure a positive and inclusive environment, we have established the following Code of Conduct for all volunteers:

### **1. Respect and Equality:**

- All volunteers are considered equal, regardless of their position, background, experience, or time commitment.
- Treat all volunteers with respect and kindness.
- Embrace and celebrate the diversity of our volunteers, recognizing that everyone has unique skills and perspectives.

### **2. Compassion towards Horses:**

- Prioritize the well-being and welfare of the horses in our care.
- Follow established guidelines and procedures for handling, feeding, and caring for the horses.
- Report any concerns or issues regarding the health and behavior of the horses to your Team Leader.

### **3. Teamwork:**

- Collaborate with fellow volunteers to achieve our common goal of Helping Horses and Helping People.
- Communicate openly and constructively with Team Leaders and volunteers.
- Support and assist others when needed, fostering a sense of camaraderie.

### **4. Punctuality and Commitment:**

- Arrive on time for your scheduled shifts.
- Notify your Team Leader in advance if you cannot fulfill your commitment.
- Honor the time and effort of fellow volunteers by being reliable.

## **5. Confidentiality:**

- Respect the privacy and confidentiality of information regarding the organization, its volunteers, and any individuals involved.
- Refrain from sharing sensitive information without proper authorization.

## **6. Safety and Well-being:**

- Prioritize the safety of yourself, fellow volunteers, staff, and the horses.
- Follow safety guidelines, protocols, and instructions from Sunshine Horses, Inc. Policies.
- Report any safety concerns or incidents promptly to your Team Leader.

## **7. Positive Representation:**

- Represent Sunshine Horses, Inc. in a positive and professional manner.
- Uphold the organization's values and mission both on-site and in the community.

## **8. Open Communication:**

- Share feedback, suggestions, or concerns through appropriate channels.
- Foster an environment where open communication is encouraged and valued.

## **9. Compliance with Policies:**

- Adhere to all organizational policies, procedures, and guidelines.
- If uncertain about any policy, seek clarification from your Team Leader or Volunteer Committee.

By adhering to this Code of Conduct, volunteers contribute to a harmonious and effective working environment at Sunshine Horses, Inc. We appreciate your commitment to helping us fulfill our mission and positively impact the lives of horses and people.

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### **Response to Violations**

1. Report violations to the Team Leader
2. The Team Leader will notify the Volunteer Committee Chairperson.
3. The Volunteer Committee Chairperson will privately interview the volunteer who made the report.
4. The Volunteer Committee Chairperson will privately interview the volunteer who allegedly violated the Code and provide support and suggestions on how to avoid repeat violations.
5. If the Volunteer Committee Chairperson is unavailable, then a member of the Volunteer Committee can be the designee for this purpose. .
6. If the team leader commits the violation, the Volunteer Committee Chairperson will be notified as the first point of contact and follow the same procedure.
7. Should there be secondary violations, the Director of Operations and the Volunteer Committee Chairperson (or representative) can meet with the offending volunteer to discuss what steps Sunshine Horses can take to assist the volunteer in more closely abiding by the code.
8. Create a form to fill out for the volunteers and a secure private place to submit the form. This allows us to have a record of violations and responses, as well as reducing possible miscommunications from anecdotal information.