

Code of Conduct

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The Code of Conduct provides overall guidance and direction to staff and volunteers.

Volunteer

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Project New Hope, Inc. All volunteers must be officially accepted and enrolled by our agency prior to performance of a task. No employment relationship or contractual right is created by these guidelines. Unless specifically stated, volunteers shall not be considered as "employees" of Project New Hope, Inc.

Project New Hope, Inc. has volunteer positions for adults who are 18 years of age and have reached full legal capacity. Holistic practitioners must be 21 years of age and have reached full legal capacity.

To apply as a volunteer with Project New Hope, Inc., go to [Volunteer](#). To connect with the Volunteer Coordinators or the Holistic Coordinator, go to [Meet Our Vounteers](#), then click on 'Volunteer Staff.'

Project New Hope, Inc. interviews perspective volunteers by phone and in person. Holistic volunteers are asked to demonstrate their modality in person to the Interview Team. Volunteers are expected to follow all directions and guidelines provided to them in on-line and on-site orientations, in addition to directions and instructions received via e-mail after their submission of a completed volunteer application.

New volunteers participate in both a general orientation and an on-site orientation. Whenever possible, a new volunteer will be paired with a mentor and will spend time shadowing their mentor before working with one on one with clients.

Service at the Discretion of the Agency

Project New Hope, Inc. accepts the service of all volunteers with the understanding that such service is at the sole discretion of Project New Hope, Inc. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency.

Examples of grounds for termination include, but are not limited to: an unsatisfactory background check; misconduct or insubordination; being under the influence of alcohol or substances; sale or use of illegal drugs; theft of property; misuse of equipment or materials; mistreatment of clients, other volunteers or staff; failure to abide by agency policies,

protocols, codes, guidelines and procedures; failure to meet the standards of performance relating to the essential functions of the volunteer position; failure to satisfactorily perform assigned duties; incompatibility with people or the program; breach of confidentiality.

A volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the agency. Notice of such a decision should be communicated in writing as soon as possible to the Executive Director of Project New Hope, Inc. or via email at [Connect](#).

Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be late or absent from a scheduled shift, volunteers shall inform their supervisor as far in advance as possible so that alternative arrangements may be made. Volunteers who miss two consecutive shifts without advance notification will be placed on inactive status.

Dress Code

As representatives of Project New Hope, Inc. volunteers are responsible for presenting a good image to the community. Dress professionally for the conditions of the performance of your duties in appropriate casual or business casual clothing.

Volunteers are identified as such through wearing of name badges, to include the volunteer's name and the word "Volunteer" provided by Project New Hope, Inc. Always wear your identification badge above the waist and visible so that others can identify you as a volunteer.

Standards of Performance

Standards of performance and practice guidelines exist for volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

All volunteers who have in direct contact with clients, commit to standards of performance which include, but are not limited to:

1. Maintaining the knowledge and skills necessary to provide excellent service.
2. Recognizing the limitations of their knowledge and agreeing to consult other professionals when necessary.
3. Setting up their treatment space before offering services.
4. Assuring there are adequate supplies for clients including those for health and hygiene of clients.
5. Bringing concerns about the needs of a client or concerns about the program to the attention of the Holistic Coordinator.
6. Keeping their agreements and avoiding unrealistic or unclear commitments.
7. If conflicts occur regarding others or ethical obligations, volunteers attempt to resolve these conflicts in a responsible fashion that avoids or minimizes harm, seeking consultation or supervision as appropriate.

8. Volunteers consult with the Holistic Coordinator if they have concerns about any aspect of holistic care.

Professional Relationships

Volunteers represent Project New Hope's commitment to excellence in service. Friendly, courteous behavior toward everyone is expected. Volunteers commit to being candid and honest with clients about the service provided and their credentials; maintaining appropriate relational and physical boundaries courtesy; talk about colleagues in respectful ways; resist gossip or complaining; credit colleagues for their contributions and innovations; and show respect for the teachings, teachers, and practitioners who came before them.

Volunteers do not enter into dual relationships. A dual relationship occurs when:

1. A volunteer is in a professional role with a person and at the same time is in another role with the same person.
2. A volunteer is in a relationship with a person closely associated with or related to the person with whom the volunteer has the professional relationship.
3. A volunteer promises to enter into another role in the future with the person or a person closely associated with or related to the person.

Non-Discrimination

Opportunities for participation in any volunteer position will be made available to all interested individuals, without regard to race, color, religion, age, sex, national origin, marital status, weight, height, or physical, mental or sensory disability, sexual orientation or immigration status as required by law.

Volunteers agree to provide professional services fairly and objectively without regard to race, color, religion, age, sex, national origin, marital status, weight, height, or physical, mental or sensory disability, sexual orientation or immigration status as required by law.

Drug-free, Alcohol-free, Scent-free

Project New Hope is a drug-free, alcohol-free, scent-free healthy and safe environment. While on site and while conducting agency related activities off site, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Essential oils, mists, or any product with a scent may not be used at any time. Products containing ethyl alcohol are prohibited.

The use of prescribed drugs is permitted during volunteer service only if it does not impair the volunteer's ability to perform the essential functions of the volunteer position safely and accurately. A volunteer must advise his or her supervisor if taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Conflict of Interest

A volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. Volunteers cannot ask for or receive, directly or indirectly, any monies or gifts from clients either for themselves or any member of their households or for the agency. Volunteers may not promote a business or approach, modality or practice to clients, volunteers or staff while volunteering for Project New Hope, Inc.

Representing Project New Hope, Inc.

Volunteers are asked to not contact organizations or individuals on behalf of Project New Hope, Inc. unless they are given express written directions to do so by the Executive Director of Project New Hope, Inc. or their representative.

Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and written approval from the CEO of Project New Hope, Inc. or their designee. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

Information on this Volunteer Code of Conduct page uses material from:

- Steve McCurley, VM Systems, from his Volunteer Management Series.
- Linda Graff, from her book *By Definition: Policies for Volunteer Programs*, portions of which are reprinted on <http://www.energizeinc.com/art/abyd.html>
- Jayne Cravens, former Virtual Volunteering Project Manager
<http://www.serviceleader.org/virtual/sample>
- William H. Moore, Executive Director of Project New Hope, Inc.
<http://www.projectnewhopema.org>

Code of Ethics

Wellness Clinic

The Wellness Clinic of Project New Hope, Inc. is a warm and caring community of skilled professionals dedicated to offering holistic care to Veterans, their families and caregivers. We are a healing community that believes in and uses a holistic, evidence based, client centered model of care.

Communities thrive when members trust each other to give and accept support. Caring for self and others nurtures compassion which is expressed in how we care for all the wounded or injured, in body, mind or soul. There are many ways to understand the meaning of compassion. Some call it loving kindness, others call it courage. At least two elements are present: respect for each person's right to make autonomous decisions about their life and their treatment; trust in each person's healing journey.

"The critical issue is reciprocity: being truly heard and seen by the people around us, feeling that we are held in someone else's mind and heart. For our physiology to calm down, heal, and grow we need a visceral feeling of safety. No doctor can write a prescription for friendship and love: These are complex and hard-earned capacities." - Bessell van der Kolk,

Holistic Care and Healing

The aims of holistic care are to offer comfort and relaxation to each person; awaken, support and strengthen the innate, internal healing forces of each person; treat each person as a whole (bio-psycho-social-spiritual) being; encourage a transition to a holistic life style.

Healing has a specific meaning. Unlike curing or fixing, holistic healing doesn't seek an outcome. Healing is a journey of self-discovery for each client. Each holistic session is an opportunity to expand self awareness; to appreciate the value of relaxation; and to encourage awareness of each person's innate ability to heal.

Disclaimer

Holistic treatments are a practical resource for ordinary people of all ages seeking health, personal healing and wholeness. The sole purpose of a treatment/session is to offer relaxation and encourage a holistic life style. Each treatment is individual, so outcomes or sessions needed are never predicted.

Holistic care complements traditional care and should not be construed as a substitute for medical examination, diagnosis, or treatment by a licensed provider.

Practitioners do not diagnose, prescribe, or treat any physical or mental illness or advise clients on their current treatment, even if are credentialed, certified and/or licensed in a medical or psychological or other discipline that legally allows you to do so.

Client Centered Care

"Some of the best care is very largely non-verbal, where the main task of the practitioner is to help people to feel what they feel – to notice what they notice, to see how things flow within themselves, and to reestablish their sense of time inside." NICABM

In a client centered model of care, the practitioner is non-directive and non-judgmental. This enables the client to make discoveries about themselves; reconnect with their innate ability to heal; and find their own answers and solutions to problems.

A non-directive approach to healing offers clients the choice to absorb healing as they wish, at the level they are able to take it in so they can transform at their own pace, in alignment with their own being. In releasing thinking centered on "I, me, mine," practitioners become the empty container holding all possibilities. Each client's innate ability to heal will unfold in a way that is uniquely beneficial for the recipient.

Evidence Based Care

Project New Hope, Inc. uses an evidence based approach based on the Relaxation Response researched by Dr Herbert Benson. All modalities are offered to give clients a direct experience of relaxation.

Practitioners use only evidence based explanations. Visuals showing brain states can be used to illustrate changes in the brain during relaxation. Clients can be educated about typical sensations felt during deep relaxation including: feeling nothing different from one's normal state; sensing heat, cold, tingling; seeing colors or vivid visual images; releasing emotions by crying or laughing; feeling sleepy, alive, focused; feeling so relaxed one does not want to move or change position.

Project New Hope, Inc. does not use any of the subjective practices found in other models of holistic care. Practices which are not used include sharing observations, messages, intuitions , and assessments about any aspect of a client's session, life or being. Examples follow below.

Interpreting meanings or messages from dreams, stones, crystals, amulets, charms, auguries, portents, physical sensations, visions, voices, deities, angels or other beings; Assessing, testing and evaluating energy or energy systems through chakras, auras, fields, cosmic forces, energy movement, pendulums, sound healing; Influencing a client's personal healing or shaping their narrative by using process oriented words describing energy or as moving, flowing, released, blocked, pooled, released, spinning or at rest; Using new age practices such as quantum jumping, time travel, spiritualism, meta-physics

or channeling; Discussions of spiritual and religious practices; Dramatizing an ability to perceive or work with subtle energies or achieve an outcome.

Healing Spaces

Healing also arises from a sense of being and place. In setting up your station you shape healing and create a sense of safety for your client. The soft light in a room, view out a window to nature, and rhythms of music contribute to the physiological changes that restore and help us to feel more alive.

Ask yourself about the view from your window as you look out from your station. What is your client's view from their window? What does your client see, hear, feel, smell, touch, sense as they step up to a session with you or when they awaken after a session?

To enhance a sense of a dedicated healing space, we ask you to place all authorized business materials in the designated space in reception and to conduct all business in the reception area.

Holistic Treatments

Sessions begin and end on time and as scheduled. Be mindful of these time frames because if you run over, you shorten the client's next session. If a client is late to a session, end the session at the scheduled time. Clients who could benefit from additional time may always schedule another appointment through the Holistic Coordinator.

Meet your client in reception. Introduce yourself and welcome your client. Pour a cup of water. Walk with your client to your station. While the focus is on your relationship with your client, transparency about your modality, training, certification or licensure is encouraged. Do not engage in gossip or irrelevant chatter with clients or use sexually suggestive language, touch or flirting.

Orient your client to the treatment by describing what will happen. Do not change or add to the scheduled treatment appointment or ask clients for permission to make these changes. Explain to clients that any materials, techniques, equipment or testing you use are strictly to guide you and help you focus on being present to them.

With the exception of shoes, clients remain fully clothed and private areas are never touched. Check in with your client about their touch preference along with which areas of the body to avoid during a session. Ask about their concerns and triggers. Encourage clients to change positions, ask for what they need or start and stop a session. Let clients know that your philosophy is simple, "The person receiving the treatment is the person in charge."

Client Distress

Remember to keep your eyes half open so you can monitor your client's verbal and non-verbal response during their treatment. Practitioners who close their eyes during a session cut themselves off from their clients.

Signs of client distress may include:

Vivid reliving of an event; Inability to concentrate or respond; Staring off into space or being in a daze; Difficulty breathing, rapid and/or shallow breathing, breathing from upper chest; Deep prolonged sobbing; Inappropriate laughter or laughter without a cause; Speech that is incoherent, fast, pressured or mumbled; Feeling antsy, keyed-up, jittery or needing to leave or flee; Expressing shame, excessive guilt or self-deprecation; Stumbling or inability to walk

If a client shows signs of distress, stay calm, grounded and reassuring. Immediately ask another practitioner to get the Holistic Coordinator.

Post Session

After a session ends, offer your client a cup of water. Sit quietly with your client so they can come back into the room. Encourage clients to just be in relaxation without re-engaging in busy mind talk. In this way, clients have a waking experience of relaxation so they can take their healing off the table and out into the world.

Accept compliments with gratitude and a humility based on your understanding that healing is what you support but do not create. Walk your client back to reception secure in the knowledge that every treatment always provides a benefit, even if it is not immediately apparent.

Resources

Community

[Samueli Institute](#)

[Seeking Community Here and Now](#)

Energy Work

[More Thoughts on Energy Work: Massage as Ritual](#)

[What Is Energy Work: Some Thoughts from an Evidence-Based Therapist](#)

[Superstition](#)

[Meddling With Someone's Energy](#)

Healing

[Ethics Code The Healing Relationship](#)

["The Body Keeps The Score"](#)

[NICABM](#)

[Why Do You Tell People Not To Do Healing?](#)

Healing Spaces

[The Science of Healing Places](#)

Holding Space

[What It Really Means to Hold Space For Someone](#)

[The Art of Holding Space](#)

[How To Hold Space](#)

Presence

[Compassion, Universally Misunderstood](#)

[Gapless Awareness](#)

[Getting Free Of Self-Importance Is Key To Happiness](#)

[The Gift Of Presence, The Perils of Advice](#)

[Getting Free Of Self-Importance Is Key To Happiness](#)

Confidentiality Policy

Confidentiality

The Project New Hope, Inc. Confidentiality Policy is designed to provide the assurance to clients, staff, volunteers, donors, and board members that we will treat their information properly. This assurance fosters the trust necessary for clients to take full advantage of our programs.

Project New Hope, Inc. defines confidentiality as the preservation and protection of privileged information from improper use or unauthorized disclosure.

Personally Identifiable Information (PII)

As a volunteer or staff member you may have access to information that may be unique to, but not limited to, current and former clients, staff, volunteers, donors, and board members which is not otherwise available to the general public. This information is called Personally Identifiable Information (PII).

The Federal Government defines PII as “any information about an individual maintained by Project New Hope, Inc. including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual’s identity, such as their name, social security number, date and place of birth, mother’s maiden name, biometric records, etc., including other personal information which is linked or linkable to an individual.”

Project New Hope Inc. also considers the following to be PII: All proprietary or privileged information concerning current and former clients, staff, volunteers, donors, and board members; all financial data and business records of Project New Hope, Inc; and information about overall agency business.

Your Duty

You are required to protect PII as confidential. Confidential means that you are not permitted to disclose client’s names or talk about them in ways that will make their identity known; or disclose financial or business information regarding Project New Hope, Inc. which you learned while volunteering or working for or on behalf of Project New Hope, Inc. Protecting PPI is a basic component of client care and business ethics. We expect everyone associated with Project New Hope Inc. to conform to the rules of confidentiality.

General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. You are free to talk about Project New Hope Inc., its mission, your program and your position.

Disclosure To You of Client Information

Personal and private information may be disclosed to you as a part of your professional working relationship at Project New Hope, Inc. Part of what you learn is necessary to provide services to the veteran or family. Other information is shared with you within the development of a helping, trusting relationship. Most information gained about individual clients through an assignment is considered confidential. No information may be released without written authorization from the Director of Project New Hope, Inc.

At times there is a need and a duty to share information. Staff and volunteers agree to share information about the safety of clients and others and about program concerns with their supervisor, Volunteer Coordinators, Holistic Coordinator, the Project New Hope, Inc. Director and other authorized personnel.

Breaching Confidentiality

Confidentiality requires that all PII will not be released without appropriate authorization from the Director of Project New Hope, Inc. Breaching confidentiality has serious consequences. Before you begin your assignment as a volunteer, you should be aware of both the consequences to your relationship and the laws and penalties for breaching confidentiality.

Disclosure could damage your relationship with the client and make it difficult to help the person. Improper or unauthorized disclosure could make you legally liable for any detrimental consequences of such disclosure.

A violation of Project New Hope, Inc.'s Confidentiality Policy and/or a failure to maintain confidentiality may lead to disciplinary action including termination of your service with Project New Hope Inc. Extreme cases of violations of this policy may result in your personal liability and Project New Hope, Inc.'s refusal to support you in the event of legal action. Violations of state or federal law regarding confidentiality of records may be punishable upon conviction by fines or by imprisonment or by both and other sanctions allowed by state or federal law.

Release of Information

The safety of our clients, volunteers, staff and board members is important to us. To that end, Project New Hope, Inc. will not release your phone number, age or other Personally Identifiable Information (PII) to anyone outside of our organization or to others without your written permission to do so. Occasionally, volunteers will need to contact other volunteers with regard to their volunteer activities. Project New Hope, Inc. will not share contact information about a volunteer with another volunteer without the express written consent of all parties involved.



Wellness Clinic Guidelines

The Holistic Coordinator coordinates of all aspects of the Wellness Clinic. To discuss any aspect of holistic care, volunteering in the Wellness Clinic, or to connect with the Holistic Coordinator, go to [Meet Our Vounteers](#), then click on 'Volunteer Staff.'

To find retreat themes, dates and locations go to [Retreats](#). About a week before each event you will get a phone call to confirm your attendance. The phone call will be followed up by an email with specifics about your volunteer assignment.

Practitioners who volunteer at retreats are invited to meals complements of Project New Hope, Inc. Our Veterans, their families and caregivers have asked that you sit with them during meals. Lodging is provided for volunteers traveling from a distance on an individual basis.

The Wellness Clinic uses an open floor plan. Practitioner's stations are assigned based on their modality and need for quiet and/or activity. Project New Hope, Inc. provides germicide, paper towels, cups and water, tables and chairs, and a space for approved business materials. Bring whatever you need to give a treatment. Practitioners are responsible for the costs of any materials that they use with clients. Follow all standard hygiene practices regarding hand washing and changing the covers on pillowcases.

Client appointments for holistic sessions are scheduled through the Holistic Coordinator. Individual sessions are thirty minutes. Groups are sixty minutes. If there is an open slot in your schedule, please remain close by for walk in appointments. To preserve confidentiality and to create a smooth flow in the clinic, practitioners meet all clients in reception. Your client will be sitting in a chair tagged with your name.

Practitioners must comply with all state and federal practice act laws including, but not limited to requirements for licensing, documentation, and/or record keeping. File a clean copy of any paperwork you will be using with Project New Hope, Inc. and state the need for using these forms. Project New Hope, Inc. will keep a copy on file.

Practitioners using forms or collecting data, or keeping records not required under state or federal law must have written prior approval from Project New Hope, Inc. When requesting prior approval for a form or to collect data, include a clean copy of the form you will be using and state the reasons you will be using the form. Once approved, the form will be kept on file at Project New Hope, Inc.

To learn more about Project New Hope, Inc. go to [Project New Hope, Inc.](#)