



# The Red Bird Foundation, Inc.

## Code of Conduct

---

*Volunteer standards for safety, dignity, and accountability*

### **Purpose**

The Angels program exists to deliver verified help safely, respectfully, and with clear accountability. This Code of Conduct protects our neighbors in crisis, our volunteers, our donors, and the integrity of every request.

### **Core Values**

- Safety first for neighbors, Angels, donors, and the public.
- Dignity always. Help should never feel humiliating.
- Integrity and accountability. Do what you say you will do, document outcomes, and close the loop.
- Respect and fairness. Serve without bias, judgment, or favoritism.
- Confidentiality. Protect personal information and stories.

### **Eligibility and Vetting**

To protect the community and maintain trust, the Angels program uses a strict vetting process.

- Referral required: Applicants must be referred by an existing Angel unless a coordinator approves an exception.
- Background check required: Applicants must pass a criminal background check before accepting requests.
- No charge to volunteers: Red Bird covers the cost of the background check.
- Additional screening may apply for certain roles or programs (for example, driving-heavy roles or sensitive outreach).
- Red Bird may deny or revoke participation at any time to protect program safety.

## Professional Conduct and Respect

Angels agree to:

- Treat every neighbor, donor, business partner, and volunteer with patience, courtesy, and respect.
- Use calm, respectful language, especially during stress or misunderstandings.
- Avoid shaming, lecturing, religious pressure, political debate, or "tough love" approaches while acting as an Angel.
- Respect personal space and consent. Avoid physical contact unless clearly necessary and welcomed.

Zero tolerance behaviors (may result in immediate removal from the program):

- Harassment, intimidation, threats, or aggressive behavior.
- Discrimination based on race, ethnicity, nationality, religion, disability, sex, gender identity, sexual orientation, age, or any protected status.
- Sexual comments, flirting in a vulnerable setting, coercion, or any behavior that could be interpreted as predatory.

## Confidentiality and Privacy

Many neighbors are in sensitive situations. Angels must keep personal details private.

- Do not share identifying information (names, locations, photos, phone numbers, medical details, housing status, legal issues).
- Do not post identifying information or stories on social media.
- Use only program-approved methods to communicate and store information.

Photos and documentation:

- Do not photograph or record neighbors, encampments, vehicles, or belongings without explicit permission and coordinator approval.
- Proof-of-delivery documentation should focus on the item and receipt, not the person.

## Boundaries and Appropriate Relationships

Angels are helpers, not case managers. Maintain clear, healthy boundaries.

- Keep communication focused on fulfilling the request and coordinating logistics.
- Angels will use their phone number to coordinate pickups and drop-offs with donors, requesters, and coordinators. Keep communication professional.
- Sharing private social media accounts is not required and should be avoided unless a coordinator specifically approves it for a program need.

- Avoid side deals or personal arrangements outside Red Bird (rides, cash loans, housing offers) without coordinator approval.

## **Financial Integrity and Fundraising Rules**

Trust depends on strict financial integrity. Angels must follow all approved payment and documentation processes.

- Follow the approved donation, purchase, reimbursement, and documentation process exactly.
- Never request extra funds, tips, or add-on money from donors or requesters.
- Never substitute a cheaper item and keep the difference.
- Keep receipts and submit them as required. Provide proof of purchase and proof of delivery.

No independent fundraising using Red Bird's name:

- Angels may not raise funds, accept donations, or solicit money using the Red Bird Foundation name, logo, programs, or reputation outside official Red Bird campaigns, drives, and approved donation channels.

No asking donors or requesters for extra money, including gas:

- Angels may not ask donors or requesters for gas money, tips, added funds, or "cover the difference" payments at pickup, delivery, or at any time.
- Gas support is only provided if it is included through a designated donation, an approved Red Bird gas fund, or an approved gas-funded request.
- If gas support is not available, Angels may choose to accept only requests that are already gas-funded.

## **Accuracy, Documentation, and Closing Requests**

- Accept only the requests you can realistically complete on time.
- Communicate promptly once you accept a request.
- Update request status as soon as you purchase, deliver, or encounter a delay.
- Close out every request with required documentation (receipt and delivery confirmation).

Repeated failure to close out requests, document delivery, or update status may result in removal from the program.

## **Safety Rules for Deliveries and Outreach**

- Prioritize personal safety and situational awareness.
- Meet in public, well-lit locations when possible.
- Avoid entering tents, vehicles, or enclosed spaces with neighbors.

- Bring another Angel for higher-risk situations when advised by a coordinator.
- If a situation feels unsafe, leave and notify a coordinator.

No impairment:

- Do not use alcohol or impairing substances before or during any Angel activity.
- Do not transport illegal substances or assist in unlawful activity.

## Driving and Transportation

If driving is part of your role:

- Obey all traffic laws. No texting while driving.
- Secure items properly and keep deliveries safe.
- Report incidents or accidents to a coordinator as soon as you are safe.

Transporting requesters:

- Transporting a requester in a personal vehicle is strongly discouraged and is not required to fulfill most requests.
- If an Angel chooses to transport a requester, they do so voluntarily and at their own discretion.
- Red Bird Foundation is not liable for injuries, losses, disputes, or incidents that occur during voluntary transportation arranged by an Angel.
- If transportation is ever considered, prioritize safety, consent, and clear boundaries. When in doubt, decline and contact a coordinator.

## Working with Vulnerable Individuals

- Many neighbors are experiencing trauma, illness, addiction, or crisis. Use a calm, steady approach and avoid escalating conflict.
- Do not pressure anyone to share details of their story.
- If you believe someone is in immediate danger, contact emergency services when appropriate, then notify a coordinator.

## Complaints, Reporting, and Cooperation

- Report concerns promptly, including donor complaints, neighbor complaints, safety issues, or suspected misuse of funds.
- Cooperate with coordinator requests for clarification and documentation.
- Never retaliate against a neighbor, donor, or volunteer who raises a concern.

## **Violations and Removal from the Program**

Red Bird may pause or remove an Angel from the program for policy violations, including:

- Repeated missed deadlines or going silent after accepting requests.
- Failure to document purchases or delivery.
- Multiple complaints about behavior, tone, or boundary violations.
- Any signs of financial misuse, dishonesty, or manipulation.
- Harassment, discrimination, intimidation, or unsafe conduct.

Some violations may result in immediate removal and, when necessary, law enforcement involvement.

## **Acknowledgement**

By participating as an Angel, you confirm that you understand and agree to follow this Code of Conduct and all program policies. Volunteering is a privilege based on trust and accountability.