

## **Honor Flight Network Volunteer Handbook and Code of Conduct**

*2022-23 Edition*

Thank you for your interest in becoming or continuing as a volunteer of the Honor Flight Network! Our volunteers in D.C. and around the U.S. are critical to the successful achievement of the Honor Flight mission – simply put, we couldn't do it without you!

### **The Honor Flight Mission and Vision**

Our mission is to celebrate America's veterans by inviting them to share a day of honor at our nation's memorials.

Our vision is a nation where all of America's veterans experience the honor, gratitude, and community of support they deserve.

### **Honor Flight's Commitment to its Volunteers**

As a volunteer of the Honor Flight Network, the national office and Board of Directors will strive to provide you and your volunteer coordinator(s) with an environment that is supportive and conducive to a positive volunteer experience. The Honor Flight Network wants your volunteer experience to be the best it can be. If you encounter a negative experience, please report this to your airport coordinator or, if you cannot do so, to our national DC Support Liaison, Jenny Brawley by email at [jbrawley@honorflight.org](mailto:jbrawley@honorflight.org).

### **Standards of Conduct**

All volunteers are expected to help provide an exceptional experience for Honor Flight's program participants by maintaining high standards of conduct, including self-control and responsible behavior, consideration for the physical and emotional well-being of others, and the courtesy of treating others with a sense of dignity, respect and worth. This expectation applies not only to volunteers' treatment of veterans and guardians, but also to the treatment of Hub leaders, airport coordinators, HFN staff and Board members, and, to the extent applicable, the general public.

#### Principle One – Respect

HFN expects all volunteers to foster and promote a community of respect for honoring our nation's veterans. Volunteers should treat all Honor Flight veterans, guardians, hub leaders, employees, and other volunteers with respect, courtesy and dignity. Respectful conduct includes, but is in no way limited to:

- Following all rules and guidelines set forth by the HFN National Office and your local volunteer coordinator at all times.

- Displaying respect and courtesy for staff, other volunteers, program participants, and others at all times.
- Avoiding foul and/or offensive language at all times. This includes avoiding rude or off-color jokes or rhetoric.
- Maintaining confidentiality of veterans, guardians and other volunteers. HFN does not condone the sharing or selling of any personal information including names, emails, phone number, etc., of veterans, guardians, volunteers or others that participate in any way with the Honor Flight program.
  - Volunteers should NEVER share information relating to the health condition of a veteran or guardian who may have fallen ill while in DC (or otherwise) – this includes on social media. While volunteers may be privy to this information and providing assistance while the individual remains in DC for health care, you must always treat this situation with the utmost confidentiality and respect.

### Principle Two – Prioritize Safety

The safety of all program participants and volunteers is a top priority for all Honor Flight activities. Volunteers should observe safe habits and be aware of the safety of others while acting in a volunteer capacity. Unsafe conditions or behaviors should be reported to site-based lead volunteers or HFN staff, as necessary.

Airport terminals, entry and exit points, and public spaces can be extremely crowded. All volunteers are strongly encouraged to act in a safe and responsible manner when carrying out volunteer duties in crowded public spaces. While Honor Flight understands that coordinating inflow and outflow of program participants in these crowded spaces can be stressful, the use of foul language, an unreasonably harsh tone, or yelling will not be tolerated.

In addition to physical safety, the mental safety and well-being of all who partake in the Honor Flight experience is of paramount importance. Volunteers must be considerate of the emotional well-being of those around them, including honored veterans, guardians, Hub leaders and volunteers, other DC-based volunteers, bus drivers, and others. Harsh or foul language, unkind words and general negativity have no place in the Honor Flight experience.

### Principle Three – Protect and Safeguard Honor Flight Property

As a volunteer of the Honor Flight Network you may come in contact with or have possession of Honor Flight property. Honor Flight property includes both tangible and intangible property which may include but is not limited to: signs or banners, files or other documents/materials, volunteer contact lists (including names, phone numbers, email addresses), email distribution lists (including via Mail Chimp or other distribution services) or any other written or electronic information issued to volunteers or in volunteers' possession or control. All Honor Flight property is the exclusive property of the national Honor Flight organization.

Volunteers are expected to protect and safeguard all Honor Flight property. Stealing, diversion or unauthorized use of Honor Flight property is prohibited.

All Honor Flight property, both tangible and intangible, must be returned to Honor Flight on or before any volunteer's last day of volunteer service with the organization (the exception to this return policy is t-shirts or other de minimis items provided to the volunteer (i.e. a lanyard or hat), which the volunteer may retain). Volunteers retain no rights in any Honor Flight property upon cessation of the volunteer relationship. Honor Flight retains the right to take any and all necessary action against any individual to recover or protect Honor Flight's property.

#### Principle Four – Be a Good Ambassador of the Honor Flight Brand

At all times when you are volunteering for the Honor Flight Network, you are acting as a steward of the Honor Flight brand. As such, you are expected to conduct yourself accordingly. All written and verbal communications should be professional, courteous and appropriate. Act at all times with respect for the cause, the community, the organization and its work.

All online platforms, including social media, which are associated with the Honor Flight brand must be used **ONLY** for Honor Flight purposes. These platforms must not share information or call for volunteers relating to other organization's activities (i.e. Flight of Honor, Valor Flight or other 'look alike' organizations). In addition, if volunteers are servicing another organization while at the airport, volunteers must not be wearing Honor Flight licensed attire during that time.

No volunteer may act or hold themselves out as an official spokesperson for the Honor Flight Network. All official media or statement requests must be coordinated by Carol Harlow ([charlow@honorflight.org](mailto:charlow@honorflight.org)) in the national office.

#### **Disciplinary Practices**

The following disciplinary measures may be taken at the sole discretion of the Honor Flight Network or the airport coordinator, as applicable, if a volunteer violates the provisions set forth in this Handbook, the Code of Conduct or for other acts considered to be disruptive, inappropriate or insubordinate:

Level 1 – Verbal Warning

Level 2 – Written Warning

Level 3 – Written Warning with Temporary Suspension of the Volunteer

Level 4 – Dismissal of the Volunteer

The type/severity of the infraction will determine the level of discipline, in the sole discretion of the Honor Flight Network. Multiple infractions by an individual volunteer will be cumulative,

resulting in increased level of discipline. All levels of discipline may include suspension of parking voucher or gate pass access for a temporary or permanent period of time.

The use of these disciplinary practices in no way alters the fact that you're volunteering with the Honor Flight Network is "at will" and can be terminated by either you or by the Honor Flight Network at any time. Furthermore, the use of these disciplinary practices in no way creates an employee-employer relationship of any kind between the volunteer and the Honor Flight Network.