

Dispute Resolution Center of Thurston County

Volunteer Policies & Procedures

Volunteer Agreement

As a volunteer with this DRC, I agree to the following in all my work related activities:

I will interact with all clients of the DRC in order to promote their **self-determination**, which is understood as the act of making voluntary, uncoerced decisions based on free and informed choices as to process or outcome.

I will act with **impartiality** in all dealings with clients of the DRC. I will not accept or give gifts or services while in a client-provider relationship. If I or any party to a DRC service believes I've lost my impartiality, I will withdraw from providing services.

I will avoid all **conflicts of interest** and the appearance of same. I will immediately disclose all prior relationships with DRC clients and remove myself from providing services if any party has objections. In developing personal or professional services relationship with current and/or former clients of the DRC, I will be sensitive to such factors as time elapsed, the nature of the relationships established, and other factors that may influence the perceived appearance of, or an actual conflict of interest.

I will take advantage of opportunities for in-service training, feedback from peers and supervisors, and all other activities that will maintain and strengthen my **competence** as a volunteer of the DRC. If I receive feedback about a need to increase my competence, I will take appropriate steps to increase my skill strengths in those areas. I understand that there is no guarantee that entering the mediator Practicum will lead to Certification as a Senior Mediator. Additionally, there is no guarantee concerning types of mediation cases or hours of training offered.

I will maintain **confidentiality** concerning client, volunteer, staff, and donor information. This includes verbal information in mediation sessions, over the telephone, written information in clients' and donors' records, both hard copy and electronic, and information gained in informal conversations in the DRC office. I will respect statutory exceptions to confidentiality as well as direction from parties themselves regarding exchanges of information.

I will conduct all DRC service provision with diligence, timeliness, safety, the inclusion of all the proper parties, procedural fairness, and the upholding of mutual respect and good faith negotiation guidelines by all parties, in order to ensure the **quality of the**

process. In addition, I will respect and uphold the mission, vision, and philosophy of the DRC as imbedded in its policies, standards, and guidelines.

I will help foster diversity, accessibility, opportunities for research, client feedback, outreach and education, mentoring, training, and networking with other members of the DRC community. I will demonstrate respect for differing points of view and collaborate with other people in the DRC community and in the field to better serve clients in conflict and promote the ***advancement of mediation practice.***

I understand that my volunteering for the DRC is without coercion or pressure. I am freely volunteering my time as a form of charitable donation. I release the DRC from any loss, damage or injury I may sustain in connection with my DRC volunteer activities.

Printed Name	Signature	Date
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Based on Model Standards of Conduct for Mediators, adopted by Resolution Washington, an Association of Washington State Dispute Resolution Centers, and this DRC as a member agency.