



**Red Coat
Ambassador
Volunteer Code of Conduct**

I, _____ will

- follow guidance provided for Red Coat Ambassadors.
- remain flexible with my daily assignment location based on the day's needs.
- always treat others with a ***courteous, friendly and positive attitude***.
- create & maintain a ***peaceful and respectful environment*** in my assigned area.
- ***greet every person*** with a smile upon their arrival to my area.
- ***Listen*** individuals entering my area and use a welcoming body language.
- politely repeat the concern or requests to the individual to ensure full understanding.
- ***apologize and empathize with the individuals*** when a concern is raised.
- ***assist with the concern/issue by identifying the appropriate area or staff and offering to escort to the area.***
- ***go the extra mile*** to assist everyone entering the medical center.
- act in a ***professional, positive manner*** consistent with my volunteer assignment.
- ***thank each Veteran*** at the end of my communication with them.
- ***wear my Red Coat Ambassador Volunteer Uniform*** at all times when on duty.
- ***give timely notice*** when I am unable to cover my assigned time.

I understand any deviation from the above Code of Conduct indicates a need to discuss a modification of my volunteer assignment.

Signature

Date

Staff Witness Signature

Date