

## Code of Conduct Policy

### Purpose

The purpose of this Code of Conduct is to set clear expectations for all volunteers and board members representing Honor Flight of Southern Indiana (HFSI). Both are entrusted with honoring America's veterans, ensuring their safety, dignity, and comfort throughout the Honor Flight experience. This policy helps maintain a respectful, professional, and mission-focused environment.

### General Expectations

As a volunteer or member of the Board of Directors with HFSI, I commit to acting with kindness, gratitude, and appreciation by:

1. Honor the Mission
  - Always put the safety, dignity, and well-being of our veterans first.
  - Represent HFSI with pride, professionalism, and respect in all interactions.
2. Respect and Courtesy
  - Treat all veterans, guardians, fellow volunteers, staff, and community members with kindness, patience, and respect.
  - Refrain from using offensive, discriminatory, or inappropriate language or behavior.
3. Veteran-Centered Service
  - Listen attentively to veterans and respect their stories, experiences, and personal space.
  - Assist with compassion and empathy, recognizing that veterans may have physical, emotional, or medical needs.
  - Please note that event roles may shift depending on attendance and logistics. We kindly ask volunteers to be flexible and willing to adjust as needed to ensure the success of the event.
4. Safety and Responsibility
  - Follow all safety procedures during flights, events, and activities.
  - Immediately report unsafe conditions, accidents, or concerns to a flight leader or HFSI staff.
  - Never leave a veteran unattended if you are responsible for them.
5. Confidentiality
  - Protect the privacy of veterans by not sharing personal, medical, or sensitive information without permission.
6. Integrity and Commitment
  - Fulfill my volunteer/BOD duties reliably and communicate promptly if unable to meet a commitment.
  - Avoid conflicts of interest or behavior that could reflect poorly on HFSI.

**7. Substance Use**

- Maintain a professional demeanor during all HFSI activities. Responsible consumption of alcohol is permitted; however, any form of substance abuse, including excessive drinking or illegal drug use, is strictly prohibited.
- Take any necessary personal medications responsibly without interfering with volunteer duties.

**8. Compliance with Policies and Laws**

- Follow all HFSI rules and instructions provided by staff and flight leadership.
- Abide by all airport, airline, and TSA regulations during Honor Flight travel.
- Obey all applicable local, state, and federal laws.

**Disciplinary Action**

Failure to follow this Code of Conduct may result in:

- A verbal or written warning.
- Reassignment or suspension from volunteer/BOD duties.
- Removal from participation in Honor Flight of Southern Indiana activities.

All disciplinary decisions are made by the Board of Directors (BOD) and are final.

**Acknowledgement**

I have read and understand the Honor Flight of Southern Indiana Code of Conduct. I agree to uphold these standards and represent Honor Flight of Southern Indiana with honor, respect, and integrity.

Volunteer/BOD Signature: \_\_\_\_\_

Date: \_\_\_\_\_