



MASS GOLF

Volunteer Code of Conduct

With the support and dedication of its volunteer base, Mass Golf is able to manage its many programs and services throughout the season. Central to the mission of Mass Golf, volunteers play an important role in building an engaged and inclusive community around the sport - all in the spirit of making the game of golf more welcoming for generations to come.

Volunteer Ambassador

Mass Golf is proud to manage one of the largest and most successful volunteer programs in the Northeast. Those that serve as an Ambassador for Mass Golf make a commitment to conduct themselves consistent with Mass Golf's mission and the outlined core values.

As a Mass Golf volunteer, in addition to the specific responsibilities defined by the activity for which you are volunteering, you will assume the following responsibilities:

- Maintain high standards of ethical and moral conduct.
- Provide exceptional customer service.
- Treat all community members with respect.
- Collaborate effectively with fellow volunteers, staff and member club/facility staff.
- Contribute to a positive and inclusive team atmosphere.
- Handle conflicts and/or disagreements with diplomacy and professionalism.
- Follow all safety and etiquette guidelines as outlined below.
- When applicable, following any club/facility policies.

While it is the goal to provide volunteers with memorable experiences, we do require volunteers to refrain from the following:

- Engaging in any form of inappropriate behavior or harassment, whether verbal or physical, towards participants, members, volunteers, Mass Golf staff, spectators, or club/facility staff.
- Consuming, using or being under the influence of any alcohol, cannabis, tobacco/nicotine products or illegal substances while on-site.

Volunteer Safety

Reasonable Accommodations - Volunteers may work long hours during Mass Golf's active season, so it is vital that volunteers take care of themselves physically and mentally during these busy stretches. If you require any reasonable accommodations to address a disability or a health condition or issue while volunteering, please let Mass Golf know by contacting Jesse Menachem, Executive Director/CEO at jmenachem@massgolf.org.

Sun Exposure - If working outdoors, it is important that volunteers take the necessary precautions against sun exposure. Wearing sunscreen, hats, sunglasses, or other sun protective clothing can help mitigate long term health effects from the sun.



Food & Beverage - Food and Beverage will typically be provided at Mass Golf's expense for all volunteers. Although some days can get busy, it is important that everyone stays nourished and hydrated for their own health and well-being. Volunteers should feel comfortable taking meal breaks when necessary and should try their best to coordinate those meal breaks with Mass Golf staff. Volunteers will always have access to water whether it be via Mass Golf coolers, personal water bottles, clubhouse/facility, or restaurant.

Volunteer Etiquette

Uniform - All volunteers are provided Mass Golf apparel to present themselves as a part of our team when representing Mass Golf. Volunteers should not wear Mass Golf attire if they are volunteering for another organization or event. To maintain a consistent appearance when representing Mass Golf, the uniform colors will be a white Mass Golf polo shirt, a navy Mass Golf outerwear piece, and tan, khaki, or similarly light-colored pants. In addition, women may wear tan, khaki, or similarly light-colored skirts or Bermuda shorts as appropriate. Mass Golf hats may be worn if desired.

Communication - Strong communication between staff and volunteers is key for all Mass Golf operations and services. Should volunteers need guidance when representing Mass Golf, they should always communicate with a staff member for assistance. Communication and language should be kept respectful and inclusive of all parties.

Personal and Professional Representation

Mass Golf volunteers should not represent themselves as spokespersons for Mass Golf in any form of media, including social media, when making any personal comments or observations. Please contact Mass Golf's Executive Director/CEO for guidance if you expect to interact with media representatives. All media announcements regarding Mass Golf will be released only by authorized Mass Golf staff.

Mass Golf Non-Harassment Policy

In accordance with Massachusetts law, Mass Golf is committed to a work environment in which all individuals are treated with respect and dignity and are free from all forms of harassment and discrimination. Any form of harassment, even when not unlawful or directed at a protected category, is prohibited, and will not be tolerated. Any volunteer who experiences or observes discriminatory, harassing or other offensive or inappropriate conduct by a player, event participant, volunteer or spectator should report such conduct to the Executive Director/CEO.