

Sisters Transportation and Ride Share (STARS) Dispatcher Code of Ethics and Privacy Policy

Reviewed: 5/7/2024



STARS Dispatcher volunteers occupy a special place of trust within the organization and within the community. While exercising dispatcher responsibilities volunteers are entrusted with personal information like addresses, phone numbers, passenger physical limitations, driver's licenses, and insurance documents. This information is needed for Dispatchers to complete tasks and must be used ethically and with driver and passenger privacy in mind. To meet these requirements, dispatchers must:

- Keep all volunteer and/or passenger information confidential.
- Not share this information with anyone outside of STARS and will use it only for the purpose intended.
- Keep any records, electronic or written in a safe and secure manner.
- Consider the mobility and disabilities of the passengers when booking rides.
- Ensure that my actions and behavior when volunteering are aligned with STARS vision, mission, and values.
<https://butterfly-dachshund-warg.squarespace.com/s/MVV-FOR-WEBSITEdocx.pdf>
- Not benefit or attempt to benefit financially or otherwise from my volunteer activity.
- Respect the customs and culture of my team members and those we serve.
- Not discuss a passenger's health situation unless specifically invited to do so and never provide medical or other advice.

Dispatchers must also understand that as an active STARS volunteer their name, address, phone #, and email address will be shared with team members as appropriate. This information may also be shared throughout our organization on team lists and/or in emails.

Dispatchers are not required to provide their personal phone numbers to passengers, but may do so at their own discretion.

The signature below indicates you have read and accepted STARS privacy and ethics standards.

Printed Name

Signature

Date