



We need to help... We just HAVE to help!

It's in our souls. Be the LIGHT that helps others see

Joseph Ryan
Ceo and Founder

Heaven-Sent Community Services and Veterans
Assistance

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Heaven-Sent Community Services and Veterans Assistance, Inc.

Conflict of Interest Policy

(Volunteers)

1. Purpose

The purpose of this Conflict of Interest Policy is to protect the integrity of Heaven-Sent Community Services and Veterans Assistance, Inc. (the "Organization") and to ensure that volunteers serve with honesty, transparency, and in the best interests of the veterans, seniors, people with disabilities, and families we serve. This policy helps volunteers identify situations that may present, or appear to present, a conflict of interest and provides a clear process for disclosure and resolution.

2. Persons Covered

This policy applies to all volunteers who serve Heaven-Sent Community Services and Veterans Assistance, Inc. in any capacity, including but not limited to:

- Program volunteers
- Event volunteers
- Administrative support volunteers
- Volunteer coordinators or team leads

3. Definition of Conflict of Interest

A "conflict of interest" exists when a volunteer has a personal, financial, professional, or family interest that could impair, or reasonably appear to impair, their ability to act in the best interests of the Organization or the people we serve.

A conflict of interest may arise when:

- The volunteer, or a member of their immediate family, has a financial interest in a business or organization that does or seeks to do business with Heaven-Sent.



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- The volunteer serves in a leadership role (employee, officer, board member, or owner) in another organization whose mission, activities, or interests may conflict with Heaven-Sent's mission or operations.
- The volunteer receives, or may receive, any personal benefit, payment, gift, or favor (beyond standard volunteer reimbursement or recognition) from any person or organization that does or seeks to do business with Heaven-Sent.
- The volunteer has a personal relationship with a client, donor, contractor, or partner that could influence, or appear to influence, their judgment or decisions.

"Immediate family" means spouse or partner, parents, children, siblings, and any person living in the same household.

4. Duty to Disclose

Each volunteer has a duty to disclose any actual, potential, or perceived conflict of interest as soon as they become aware of it.

Disclosure must be made to:

- The Volunteer Coordinator, or
- The staff member supervising the volunteer, or
- The Executive Director

Disclosure should include all material facts about the nature of the interest or relationship.

5. Procedures for Handling Conflicts

1. Disclosure

The volunteer will inform their supervisor or the Volunteer Coordinator of the conflict, providing all relevant facts.

2. Review

The supervisor, Volunteer Coordinator, or Executive Director will review the



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disclosure and determine whether a conflict of interest exists and whether it affects the volunteer's ability to serve in their current role.

3. Resolution

Depending on the nature of the conflict, the Organization may:

- Reassign the volunteer to a different role or activity where no conflict exists,
- Require the volunteer to recuse themselves from certain tasks, decisions, or interactions, or
- In rare cases, determine that the volunteer cannot continue to serve in any capacity until the conflict is resolved.

4. Documentation

The disclosure and the Organization's response will be documented and kept on file at the Organization's headquarters.

6. Prohibited Actions

Volunteers may not:

- Use their volunteer position or access to the Organization's clients, resources, or information for personal gain or the benefit of family members or businesses they own or are affiliated with.
- Accept gifts, payments, favors, or personal benefits of more than nominal value from clients, donors, contractors, or organizations that do or seek to do business with Heaven-Sent, if such gifts could influence or appear to influence their volunteer service.
- Solicit or pressure clients, donors, or other volunteers for personal business or financial transactions.
- Share confidential information about the Organization, its clients, donors, or operations for personal or outside use.



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7. Violations of the Policy

If the Organization has reasonable cause to believe a volunteer has failed to disclose a conflict of interest or has violated this policy:

1. The volunteer will be informed of the concern and given an opportunity to respond.
2. If, after investigation, the Organization determines that a violation has occurred, appropriate action will be taken, which may include:
 - Warning or counseling
 - Reassignment to a different role
 - Suspension or termination of volunteer service

8. Annual or Initial Acknowledgment

Each volunteer will:

- Receive a copy of this Conflict of Interest Policy,
- Review and acknowledge that they have read and understand it, and
- Sign a Conflict of Interest Disclosure and Acknowledgment Form upon beginning service and annually thereafter (or whenever a new conflict arises).

Signed forms will be kept on file at the Organization's headquarters.

9. Review of Policy

The Organization will review this policy at least every three (3) years, or more frequently as needed, to ensure it remains compliant with applicable laws and reflects best practices in volunteer management and nonprofit governance.

Conflict of Interest Disclosure and Acknowledgment Form

Heaven-Sent Community Services and Veterans Assistance, Inc.
Volunteers



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This form is to be completed when you begin volunteering and updated annually, or whenever a new potential conflict of interest arises.

By signing this form, I acknowledge that I have received, read, and understand the Organization's Conflict of Interest Policy for Volunteers and agree to comply with it.

1. Personal Information

Name: _____

Volunteer Role/Program: _____

Address: _____

Phone: _____ Email: _____

Date: _____

2. Acknowledgment of Policy

I acknowledge that:

- I have received a copy of the Conflict of Interest Policy for Volunteers of Heaven-Sent Community Services and Veterans Assistance, Inc.
- I have read and understand the policy.
- I agree to comply with the policy and to act in the best interests of the Organization and the people we serve.
- I will promptly disclose any actual, potential, or perceived conflicts of interest to my supervisor, the Volunteer Coordinator, or the Executive Director.

Initial here: _____

3. Disclosure of Relationships and Interests

For purposes of this form, "immediate family" means your spouse or partner, parents, children, siblings, and any person living in your household.



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Please answer the questions below. If you answer "Yes" to any question, please describe the relationship or situation in the space provided.

1. Do you, or any member of your immediate family, have a financial interest (as an owner, employee, contractor, board member, officer, or investor) in any business or organization that currently does business with, seeks to do business with, or provides services to Heaven-Sent Community Services and Veterans Assistance, Inc.?

- Yes No

If Yes, please describe:

2. Do you, or any member of your immediate family, receive or expect to receive any payments, gifts, or personal benefits (other than of nominal value) from any person, business, or organization that does or seeks to do business with Heaven-Sent?

- Yes No

If Yes, please describe:

3. Do you serve as an officer, director, employee, or volunteer in any other organization whose mission, activities, or interests may conflict, or appear to conflict, with the mission or operations of Heaven-Sent Community Services and Veterans Assistance, Inc.?

- Yes No

If Yes, please describe:

4. Do you have any personal relationships with clients, donors, contractors, or partners of Heaven-Sent that could create, or appear to create, a conflict of interest in your volunteer role?

- Yes No

If Yes, please describe:



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5. Are you aware of any other situation, relationship, or personal interest that could create, or appear to create, a conflict of interest with your duties as a volunteer with Heaven-Sent?

- Yes No

If Yes, please describe:

If you need additional space, please attach a separate page and check this box:

4. Certification and Signature

I certify that the information provided in this disclosure form is true, complete, and accurate to the best of my knowledge. I understand that failure to disclose a conflict of interest or violation of this policy may result in reassignment, suspension, or termination of my volunteer service.

Signature: _____

Printed Name: _____

Date: _____

For Office Use Only:

Reviewed by: _____ Date: _____

Action taken (if any): _____