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WOUNDED WARRIOR PROJECT

WWP TALK PROGRAM EXPECTATIONS

At Wounded Warrior Project® (WWP), integrity is fundamental to everything we do. We honor the sacrifice of warriors, their families, and caregivers — and we respect the trust of those who donate and support our mission. As a registered warrior or family support member, you are an extension of our values and mission.

WWP Talk is a direct mental health program that is committed to serving, honoring, and empowering warriors and their family members by helping them plan individualized paths toward personal growth. We pledge to offer a safe and non-judgmental space where participants can discuss personal issues or concerns. By enrolling and participating in WWP Talk, you acknowledge and agree to the following expectations and standards.

By acknowledging the Ethical Conduct Guidelines, you understand and agree to abide by the following:

- I agree that I am responsible for my conduct, and I will be respectful to all WWP® staff that I interact with.
- I agree to commit to consistently answering, and being actively engaged in, weekly calls with my WWP Talk coach and will inform my coach of any upcoming absences/cancellations.
- I understand that after two unexcused consecutively missed calls, my participation in the program may be terminated.
- I agree to create individualized SMART goals to identify priorities and focus my efforts while engaged in WWP Talk.
- I agree to continue working on completing any goal(s) that I have created as part of my participation requirement in WWP Talk.
- I will refrain from using excessive profanity or any language that may be offensive or be considered insensitive and will not act in any way that is discriminating, harassing, or sexually offensive.
- I understand that criminal arrests or convictions can be a basis for ineligibility or unenrollment in WWP Talk. WWP reserves the right to conduct a review of any provided information and documentation, as well as to perform a public records search.
- I understand and agree that WWP Talk reserves the right to remove any individual from this program whose behavior and/or actions are deemed inappropriate, derogatory, or disrespectful.

Should you have any questions or concerns regarding the Code of Conduct, please call WWP Talk at 904.586.0007, Monday - Friday, 8 AM to 5:30 PM ET.

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