

## Code of Ethics

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Catholic Community Service's Code of Ethics is divided into the following sections:

- A. Responsibility to Clients
- B. Board/Governance
- C. Executive Director/Management Team Responsibilities
- D. Staff/Volunteer/Agency Relationships
- E. Social Responsibility
- F. Resource Development/Funders/Investments

### A. Responsibility to Clients

#### 1. Client Rights

- a) All staff will respect the dignity and worth of all persons served at all times.
- b) Clients will be informed of their rights and responsibilities as clients of Catholic Community Service.
- c) All clients have the right to confidentiality and to privacy.

#### 2. Personal Relationships with Current or Past Clients

- a) Staff will not engage in sexual harassment or sexual exploitation of clients.
- b) Sexual harassment/sexual exploitation is defined as follows:  
Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, made either explicitly or implicitly.
- c) Staff will avoid developing significant personal relationships, especially intimate or sexual, with current clients. A current client is defined as one who is currently receiving services or who has received services in the past 90 days. If a personal relationship already exists at the time service is initiated, the service provider will notify his or her supervisor and attempt to have another staff person provide the service. If there is no other reasonably available service provider, the service provider and supervisor will develop an approach to minimize any potential conflict of interest.
- d) Staff will avoid developing significant personal relationships, especially intimate or sexual, with past clients if the service previously provided involved the disclosure of any personal, confidential, or financial information.
- e) Any staff member who is subject to ethical rules, guidelines, laws or regulations regarding clients or past clients through the staff's certification or profession will follow those rules, guidelines, laws or regulations at all times.

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### 3. Terms of Client Relationship

- a) Staff will follow the criteria and conditions set by agency policy in accepting clients for service at Catholic Community Service.
- b) Staff will engage clients or their agent (e.g., parents, foster parents legal guardian) from a person-centered philosophy, meaning they will involve clients or their agent in all aspects of care toward realizing their goals.
- c) Staff will represent themselves, their qualifications and their skills truthfully in all relationships.

### 4. Informed Consent

- a) Clients or their agent will be appropriately informed about the purpose of the service and the role of the staff in providing that service.
- b) Care will be taken that clients or their agent understand the purpose of the service and have opportunity to ask questions.
- c) Potential clients or their agent will be given all information necessary to make an informed decision, including benefits, risks of harm of the proposed service, and the risk of harm of not engaging in service at all, as well as mandated reporting requirements.
- d) Clients or their agent will be given information about appropriate alternative services that are consistent with the mission and values of Catholic Community Service.
- e) Staff will obtain the informed consent of clients or their agent before photographing, audio-taping, or video-taping clients. Consent also will be obtained for the use of client cases/material for training purposes, including the observation of services by another.

### 5. Confidentiality

- a) Staff will respect the privacy of all persons served and will, in accordance with all regulatory requirements, maintain the confidentiality of all information obtained except for compelling professional reasons, for instance because of state or federal reporting requirements.
- b) For Protected Health Information (individually identifiable information) governed by HIPAA Privacy Rules, disclosure without specific client authorization is permitted for the purposes of treatment, payment, and health care operations. Disclosures must be kept to the minimum necessary protected health information to meet the needs of treatment, payment, or operations. HIPAA Rules allow certain other disclosures without client authorization which should be discussed with the agency's HIPAA officer. All other disclosures of Protected Health Information require authorization of the client or his/her agent.
- c) Catholic Community Service will develop, or have in place, procedures to assure that all staff persons are aware and trained about requirements and limits of confidentiality.

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### 6. Release of Information

- a) Staff will provide persons served reasonable access to their records, at reasonable times and circumstances; staff will limit access to records, based on legal standards and/or professional judgment, as applicable to the individual circumstance.
- b) Staff will release information to third parties only when indicated and agreed upon by the person(s) served, or their legal guardian(s), and written consent has been obtained.
- c) Staff will adhere to agency policies and procedures and to applicable state and federal regulations regarding release of client information.

### 7. Quality Service/Competence

- a) Staff will provide services within the scope of their license, certification, training, and expertise.
- b) Staff will provide services that are new to them only after adequate training and appropriate supervision/consultation.
- c) Services provided will be consistent with the applicable standard of care for the needed care.
- d) Catholic Community Service will continually evaluate the quality of service delivery to clients in an effort to improve the services delivered and to maximize client outcomes.

### 8. Duty to Warn/Duty to Protect

- a) All staff will be aware of their legal and ethical duty to warn and protect both clients and the community.
- b) The standard of confidentiality to keep client's privacy does not extend to situations where a client expresses the intent or plan to harm/kill him/herself or someone else in the community. In such a situation, staff is mandated to extend all necessary effort to protect the client and/or the potential victim.
- c) Staff will report communicable diseases that are reportable to the Alaska Division of Public Health, which is responsible for the duty to warn relative to communicable disease investigations.
- d) Catholic Community Service policies governing the circumstances and procedures for reporting threats against self or others will be available to all staff.
- e) Catholic Community Service will provide staff training regarding the circumstances and procedures for reporting threats against self or others.

### 9. Duty to Report

- a) Staff will be aware of legal statutes that require reporting of alleged or suspected incidents of abuse and/or neglect of protected groups.

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- b) Staff will report communicable diseases to the appropriate public health authority as defined in Alaska Statutes AS 18.05.010-370 and 7AAC 27.005.
- c) Catholic Community Service policies governing the circumstances and procedures for reporting suspected incidents of abuse and/or neglect of protected groups will be available to all staff.
- d) Catholic Community Service will provide staff training regarding the circumstances and procedures for reporting suspected incidents of abuse and/or neglect of protected groups.

### 10. Best Interest of Client

- a) Staff will demonstrate a genuine concern for the best interests of all persons served.
- b) Staff will focus their intervention efforts on assisting and empowering clients to help themselves in so far as possible.

### 11. Non-Discrimination

- a) Catholic Community Service will not engage in discriminatory behaviors against individuals served or refuse services to individuals on the basis of race, color, creed, gender, sexual orientation, religion, disability or nationality.
- b) Catholic Community Service will not engage in harassing behaviors against individuals served on the basis of race, color, religion, age, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran.

### 12. Cultural Sensitivity

- a) Staff will have knowledge of the cultures of the persons served and demonstrate competence in providing services that are sensitive to the respective cultures and differences among people and cultural groups served.
- b) Catholic Community Service will provide training in cultural competence and seek consultation in cultural competence and sensitivity as needed.
- c) Catholic Community Service will have in place policies and procedures that specify sanctions and/or corrective actions to be taken in the event of staff behaviors with clients or with one another that violate standards of cultural and racial sensitivity.

### 13. Conflicts of Interest

- a) For the purposes of this Code of Ethics, "conflict of interest" means a definitive interest or financial investment in one or more activities, policies or financial propositions that could reasonably affect, or could reasonably appear to affect, the exercise of fair and independent judgment.

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- b) All agency personnel (Board members, administrators, professional staff, direct service volunteers and other agency staff persons) will be alert to and avoid conflicts of interest that jeopardize the care of persons served and that interfere with the staff's delivery of services.
- c) Catholic Community Service will specify its organizational policy and procedures for disclosing and offsetting potential conflicts of interest.

### 14. Standard for Service

Staff will demonstrate a standard of care that is reasonable, prudent and appropriate to the presenting and assessed needs of the person(s) served.

### 15. Fees

- a) Catholic Community Service will set fees that are fair, reasonable and commensurate with the services performed.
- b) Fees will be regularly reviewed and adjusted as appropriate by the responsible agency administrators.
- c) Persons served will be made aware of fees, and consideration will be given to their ability to pay.

### 16. Non-Involvement of Clients in Colleague Conflicts

Staff will not discuss with clients anything regarding conflicts between themselves and colleagues.

### 17. Referrals

- a) Staff will refer clients to other providers when the needs of the client can best be served through an alternative source/alternative provider.
- b) Staff will provide for appropriate and comprehensive transition for any and all referred clients.

### 18. Termination of Service

- a) Staff will terminate services when these services are no longer required or cannot be appropriately provided.
- b) Staff will assure that steps are taken for an orderly transition for persons served to aftercare and/or alternative services when indicated.

## B. Boards/Governance

### 1. Corporate Integrity

- a) Board members will periodically review the Articles and Bylaws of Catholic Community Service to ascertain their currency with relevant state and federal law and the consistency with the provisions of the corporation's organizational documents and practices.
- b) Board members will be faithful to Catholic Community Service's purposes and exercise their best, independent judgment concerning

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the best interest of the corporation on any matter committed to them by the organizational documents of the corporation.

- c) No Board member will use his/her position of governance in the corporation for personal, private gain. In all transactions with individuals or with other organizations Board members will act in the best interest of the corporation.
- d) Board members will work to assure that all assets of the corporation are used for the charitable purposes of the corporation in accordance with the law.

### 2. Autonomy of Governance Board of Directors

All authority to manage the affairs of the corporation is vested in the Board of Directors in accord with the organizational documents of the corporation.

- a) Each Board member will exercise independent judgment in the best interest of the corporation in matters before the Board, taking care to make decisions free from any personal, financial or professional conflict.
- b) Each Board member will be responsible for adequately preparing for Board meetings and regularly attending board meetings.
- c) The Board of Directors will provide for regular evaluations of the Executive Director.
- d) The Board of Directors will provide for periodic review and comparative study of management compensation with other similarly situated corporations.
- e) The Board of Directors will periodically review the corporation's processes for engaging legal, accounting and other professional relationships, as well as awarding of major contracts, and evaluate the benefits and costs of such relationships for the corporation.
- f) The Board of Directors will periodically review the quality and responsiveness of its programs to the needs of the communities it serves.

### 3. Fiduciary Duty

Each Board member has a fiduciary duty to act in the best interest of the corporation. In fulfillment of this duty:

- a) Each Board member will fulfill the duty of care by adequate preparation for meetings, monitoring board practices and keeping informed of the nature and purpose of the corporation, its core values, its religious identity and the needs of the communities the corporation serves.
- b) Each Board member will keep informed about and make every best effort to have the corporation comply with accreditation and regulatory and other applicable standards relevant to the quality of services provided by the corporation.

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- c) Each Board member will fulfill the duty of loyalty to the corporation by exercising independent judgment in protecting all business opportunities of the corporation and by guarding against any use of a Board member's position for personal gain inconsistent with the best interest of the corporation.
- d) Each Board member will execute annually a conflict of interest statement, disclosing any business transaction between the Board member and the corporation in accord with policies in the bylaws of the corporation.
- e) The Board of Directors will provide an accessible and safe/non-retaliatory communication process for employees to make known to the Board any practice in the corporation that appears to discriminate on the basis of race, color, creed, gender, sexual orientation, religion, nationality, disability, ethnicity or age (other than age-specific services). The same process will be available to report instances of sexual harassment or other conduct inconsistent with the identity and/or values of the corporation or of the employees of the corporation.
- f) Each Board member will adhere to the purposes of the corporation and provide that the corporation's activities are in furtherance of its purposes as stated in the organizational documents.

### 4. Financial Accountability

- a) The Board of Directors will be vigilant that the corporation's charitable funds are not directly or indirectly diverted from the achievement of the corporation's mission and purposes.
- b) The Board of Directors will provide for regular financial reports from management that clearly summarize the proportion of monies used for services, investments, and administrative expenses, with the clear expectation that services take priority over investments and administrative expenses.
- c) The Board of Directors will provide for regular review of accountants and auditors and financial reviews or audits.
- d) The Board of Directors will provide for a regular review of the financial practices of the corporation and require management to present to the Board, and maintain, adequate procedures for the receipt, deposit and disbursement of cash.
- e) The Board of Directors will require that management present to the Board, and maintain adequate procedures to monitor, both the quality of services and the accountability of the use of revenues from contracts.
- f) The Board of Directors will individually and collectively review the financial audit of the corporation, as well as IRS Form 990.



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### 5. Relationships of the Corporation

The Board of Directors will be accountable to donors, granting agencies, the local diocese, and the community for the corporation's use of funds and provision of services by ensuring that the corporation provides accurate, easily understood and accessible information to these entities, as requested.

## C. Executive Director/Management Team Responsibilities

### 1. Ethics Leadership

- a) The Executive Director/Management Team will ensure the implementation and promulgation of the Catholic Community Service Code of Ethics.
- b) The Executive Director/Management Team will incorporate the Catholic Community Service Code of Ethics into the organizational and employee policies.
- c) The Executive Director/Management Team will ensure that introduction and discussion of this Code in an abbreviated form specific to staff is included in the hiring process and in new employee/ volunteer orientation.
- d) The Executive Director/Management Team will ensure that their own personal and professional behavior is consistent with the norms of the Catholic Community Service Code of Ethics; in so doing, they shall model ethical behavior and decision-making for those whom they are appointed to lead.
- e) The Executive Director/Management Team will ensure that there is periodic employee training on the topics of ethical behavior and decision-making for all employees and volunteers of the organization.
- f) The Executive Director/Management Team will create and use mechanisms for ethical decision-making, including but not limited to an Ethics Committee and/or consulting relationships with experts in their communities who have demonstrated ethics expertise and wisdom.
- g) The Executive Director/Management Team will lead with integrity.
- h) The Executive Director/Management Team will provide for appropriate transparency regarding Catholic Community Service's operations and ensure that the values of respect and openness guide policy and procedure development and implementation.
- i) The Executive Director/Management Team will take steps within the organization to prevent and eliminate discrimination within the organization in all aspects of governance and management, such as in its policies and procedures related to employment, program services, work assignments and promotion practices.



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### 2. Organizational Renewal and Development

The Executive Director/Management Team will work with the Board of Directors and staff to regularly engage them in processes that ensure ongoing organizational integrity, renewal and development.

- a) These processes will include orientation and periodic development opportunities for all staff, Board and service volunteers regarding the mission of Catholic Community Service as foundational to all aspects of the corporation's operations and activities.
- b) These processes shall include, at a minimum, program and regulatory compliance, regular fiscal and program audits and all generally accepted practices that ensure transparency.
- c) These processes may include periodic strategic planning, continuous quality improvement processes, staff development opportunities for all employees and volunteers, voluntary accreditation processes and staff renewal processes that focus on the mission of Catholic Community Service.

### 3. Staff Competence

The Executive Director/Management Team will ensure that human resource policies, procedures and practices are comprehensive and are adequate to promote the competence of staff and volunteers at all levels of the organization.

- a) In order to assure fairness and predictability for staff, there will be written job descriptions for all positions, which clearly state the minimum educational and experience qualifications required of paid staff and volunteers and which reflect the responsibilities of the position.
- b) There will be annual staff evaluation processes in place for staff at all levels of Catholic Community Service. These processes will include:
  - 1) Compliance with the mission, guiding principles, and ethics of Catholic Community Service;
  - 2) Review of position objectives established in the previous evaluation, as applicable, and feedback regarding performance evaluation in relation to those objectives;
  - 3) Establishment of performance expectations for the next performance period;
  - 4) Identification of any areas needing improved performance;
  - 5) Identification of training needs and/or professional growth opportunities;
  - 6) Opportunity for staff to have input into the supervision and evaluation processes and a means by which to address unresolved concerns; and
  - 7) Receipt of a written copy of the evaluation by staff.
- c) There will be policies and procedures in place to ensure that Catholic Community Service is in compliance with credentialing requirements

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(licensing, certification and accreditation) of the various professional staff employed in providing Catholic Community Service's services.

- d) Catholic Community Service will provide orientation and professional development opportunities for staff and volunteers of all levels, to ensure their ongoing growth and development and their ability to provide quality service to Catholic Community Service's clients.
- e) Catholic Community Service will comply with all staff requirements mandated by applicable state and municipal regulatory bodies for the various services it provides; Catholic Community Service may further elect to be accredited to meet those additional staff competency requirements that promote "best practice."

### 4. Technology

- a) The Executive Director/Management Team will assure that technology is used appropriately to provide supervision to staff and volunteers and as a means of communication within the organization.
- b) The Executive Director/Management Team will assure that policies and practices are in place in Catholic Community Service to protect client and staff privacy rights in Catholic Community Service's use of technology/computers/ internet.
- c) Every measure will be taken to assure client confidentiality rights at all times. In addition, where there is a lack of clarity regarding what is required, Catholic Community Service will act to "err on the side of protecting client and/or staff confidentiality."

### 5. Board Communications/Relationships

- a) The Executive Director will at all times provide pertinent information and be fully transparent in communications involved in the work of Catholic Community Service's governing Board. Full disclosure of all pertinent information is essential to the appropriate and effective governing role of the Board.
- b) The Executive Director/Management Team will communicate openly and honestly with any advisory boards, within their designated function, thus enabling such boards to be of maximum effectiveness for Catholic Community Service and its clients.

### 6. Alternative Sources of Revenue

- a) In seeking alternative sources of revenue to further Catholic Community Service's work, the Executive Director/Management Team will at all times ensure the integrity of Catholic Community Service's Catholic mission.
- b) In the establishment of any partnerships or other contractual relationships, Catholic Community Service will ensure that it will be able to maintain its ethical standards in the performance of the partnership or contract.

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**D. Staff/Volunteer/Agency Relationships**

**1. Organization's Responsibility to Staff--Nondiscrimination**

Agency administration will take steps to prevent and eliminate unjust discrimination within the organization in all aspects of governance, such as in its policies and procedures related to employment, program services, work assignments, promotions, and training opportunities.

**2. Organization's Responsibility to Staff--Supervision**

- a) All Catholic Community Service supervisors will be dedicated to the mission of Catholic Community Service and will have the necessary technical and ethical competencies to fulfill the supervisory functions effectively.
- b) All Catholic Community Service supervisors will keep abreast of new developments in both service providing and supervisory practice.
- c) Confidentiality, within the context of the supervisor/supervisee relationship, will be respected and its limits clearly articulated.
- d) All Catholic Community Service supervisors are legally responsible for the services provided by their supervisees. The supervisee carries direct responsibility for service, and the supervisor carries indirect responsibility, consistent with the legal doctrine of "vicarious liability."
- e) All Catholic Community Service supervisors will conduct supervisee evaluation processes on the basis of fair, objective criteria, shared in reciprocal dialogue with their supervisees.
- f) The annual performance evaluation will include, but not be limited to, the following areas:
  - Adherence to the mission, values and ethics of Catholic Community Service;
  - Review of position objectives established in previous evaluation and performance feedback;
  - Setting of performance objectives for the coming year; and
  - Identification of training needs/professional development needs and opportunities.
- g) No Catholic Community Service supervisors will use the supervisory relationship for personal gain. Catholic Community Service will implement a process for staff to bring concerns regarding conflicts of interest or boundary violations to other levels of management within Catholic Community Service to address such issues.

**3. Responsibility of the Supervisor to the Organization/Administration**

All Catholic Community Service supervisors will share with the Executive Director and/or a Senior Staff member information that could place agency staff, clients or other persons at risk or that could seriously impede the mission of Catholic Community Service. If a supervisor has any question

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whether a circumstance presents a risk that must be disclosed in keeping with this policy, the supervisor will bring it to the Executive Director and/or a Senior Staff member.

### 4. Mutual Responsibility of Organization and Staff

Employment with Catholic Community Service involves the development of a mutual relationship between the organization and the individual staff member that is guided by the values of respect, openness and transparency.

### 5. Staff Responsibility to Organization

- a) Staff will support the mission, values and ethics of the organization and agree to incorporate them into their work on behalf of clients.
- b) Staff will participate in staff training and development opportunities provided by Catholic Community Service regarding the mission, values and ethics of the organization.
- c) Staff will uphold Catholic Community Service's mission, values and ethics in their delivery of services to clients and in all program-related activities.
- d) Staff will seek to enhance the quality of service through their participation in continuing education and professional development opportunities, using appropriate lines of communication within and outside of Catholic Community Service; following through on commitments made to agency, coworkers, clients and community; and being good stewards of Catholic Community Service's resources.
- e) Staff will refrain from any participation in or association with any dishonesty or fraud within Catholic Community Service.
- f) Staff will make clear distinctions between their own personal public statements, beliefs or actions, and those of Catholic Community Service when there is a discrepancy.

### 6. Colleague Relationships

- a) Staff will respect the rights and views of their colleagues and treat them with respect, fairness and courtesy.
- b) Staff will collaborate with colleagues and use alternate or complementary services as needed to best serve the client.
- c) Staff will extend to colleagues of other community agencies the same respect and cooperation that is extended to colleagues in their own organization.
- d) Staff will respect confidences shared by colleagues in the course of their professional relationships.
- e) Staff will not involve a client in a dispute with a colleague or engage the client in any discussion of a conflict with a colleague.
- f) A staff person who refers a client to a colleague will take appropriate steps to facilitate an orderly transfer of the relationship.

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- g) When consulting with a colleague of another organization about a client, staff will not share confidential information or information that could reveal the identity of the client without proper client consent. Only information that is necessary to achieve the purposes of the consultation will be disclosed.
- h) Staff will not engage in negative criticisms of a colleague with clients or with other professionals with whom they work. Negative criticisms may include comments that are demeaning to the person, such as negative references relating to their competence or about their race, color, religion, age, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran.
- i) Staff will not assume professional responsibility for a client of another agency or a colleague without appropriate communication with that agency or colleague.
- j) Staff will not solicit clients from alternative providers for the purpose of increasing their client base. If staff members engage in a practice outside of their work for Catholic Community Service, they will not to solicit clients away from Catholic Community Service to their own practice.
- k) A staff person who has direct knowledge of a colleague's impairment (due to personal problems, psychosocial distress, substance abuse or mental health issues), or who believes that a colleague has acted unethically, will follow a formal process, using the appropriate channels for resolution of the issue(s). Documentation will support all interventions.
- l) Married staff and staff engaged in an intimate or sexual relationship outside of marriage will not be, or remain in, a supervisor/supervisee or direct-line supervision relationship, unless exempted by the Catholic Community Service Executive Director.

### 7. Treatment Team Relationships

- a) A staff person who is a member of a treatment team within Catholic Community Service, or a member of a treatment team in or with another community agency, will actively participate and contribute to decisions that affect the welfare of clients served. Obligations of the team as a whole and of the individual member will be clearly established by each team.
- b) It is the responsibility of every member of a treatment team to work toward consensus. As such, team members are expected to provide reasoned input, whether in agreement with or objection to, all components of a treatment plan. Likewise, team members are expected to comport themselves in a professional and respectful manner. Once a treatment team has made a decision regarding a treatment plan, team members are expected to fulfill their responsibilities as indicated in the plan. At no time may any member

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of a treatment team act in a manner that undermines the agreed-upon plan.

### 8. Organization's Relationship to Volunteers

- a) Volunteers will support the mission, values and ethics of Catholic Community Service.
- b) Catholic Community Service will have a plan for its use of volunteers to complement the work of paid staff.
- c) Catholic Community Service will provide the resources needed for volunteers to be effective within the organization.
- d) Volunteers will be held to the same standards, policies, procedures and accountability as is paid staff of Catholic Community Service.
- e) Catholic Community Service will develop and use a recruitment plan to create a diverse group of volunteers to assist with promotion of the mission and work of the organization.
- f) Volunteers will be screened, interviewed and placed in roles within the organization that match their skills and abilities with the needs of Catholic Community Service and its clients. Background and reference checks will be completed on volunteers as appropriate to their type and level of responsibility and stated requirements of the volunteerism.
- g) As appropriate, a position description will be provided to volunteers, which outlines performance expectations upon commencing their volunteer role.
- h) As appropriate, volunteers will be offered training and development opportunities provided by Catholic Community Service regarding the mission, values and ethics of the organization.
- i) Catholic Community Service will have a designated individual(s) who will have responsibility for the ongoing coordination, training and supervision of volunteers.
- j) Catholic Community Service administration will formally recognize volunteers for the work that they perform for Catholic Community Service and its clients.
- k) Catholic Community Service will conduct an exit interview of volunteers who terminate their service to the organization and who want the opportunity of the exit interview. Catholic Community Service will use this information to continually improve its effective use of volunteers.
- l) Volunteers will not to use their role within the organization to receive preferential treatment when seeking services for themselves, family members or friends.

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### **E. Social Responsibility**

#### **1. Mission Engagement**

In fulfillment of its mission, Catholic Community Service will work to effect social change and to promote social justice in the broader civic community. The Board and management of Catholic Community Service will adhere to the values of social justice and equality in the development and implementation of Catholic Community Service's policies and procedures.

#### **2. Coalition Building**

Catholic Community Service will participate in coalitions designed to improve overall conditions and services for clients and for other vulnerable members of the community, recognizing that such coalitions are necessary in a pluralistic society if social problems are to be effectively addressed.

#### **3. Emergency Preparedness and Response**

Catholic Community Service will have an emergency preparedness and response plan in place, enabling it to respond effectively to local emergencies.

### **F. Resource Development/Funders/Investments**

#### **1. Public and Private Contractors**

In entering into contract arrangements for the provision of services:

- a) Catholic Community Service will provide reasonable services for realistic costs.
- b) Catholic Community Service will assure that all contracts are consistent with agency mission.
- c) Catholic Community Service will ensure that contract agreements allow for just financial benefit to the contractors.
- d) Catholic Community Service will undertake contracts that are focused on meeting the needs of clients.

#### **2. Foundations/Corporations/Grant Making Bodies**

- a) Catholic Community Service will seek resources in the context of funding strategies that involve solicitation of funds from a wide variety of sources.
- b) Catholic Community Service will comply with all appropriate reporting mechanisms required by these funding sources.



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### 3. Fundraising and Marketing Activities

- a) Catholic Community Service will ensure that all marketing and solicitation materials truthfully represent Catholic Community Service, its mission and the use of solicited funds.
- b) Catholic Community Service will take all appropriate steps to ensure that no clients are exploited in the fundraising or marketing process.
- c) Catholic Community Service will maintain all appropriate accounting segregation processes for restricted donated funds, to ensure that these funds are used for the purposes for which they were given.
- d) Catholic Community Service will obtain explicit consent by the donor(s) before altering the use of restricted funds.
- e) Catholic Community Service will give respect and gratitude to any and all contributors, regardless of the amount of their gifts.
- f) Catholic Community Service will be transparent in its accounting and recording of any and all donated/solicited funds.
- g) Catholic Community Service will never disclose confidential information about donors to any unauthorized party.
- h) Catholic Community Service will analyze the reasonableness of marketing costs in relation to dollars raised.
- i) Catholic Community Service will not sacrifice service to clients or salaries of staff for marketing activities.
- j) Catholic Community Service will ensure that development/fundraising staff do not accept compensation that is based on a percentage of the funds raised or accept finders' fees.
- k) Catholic Community Service will raise funds in accordance with applicable local, state and federal requirements and to register all fundraising activities with appropriate administrative authorities.

### 4. Investments

Catholic Community Service will ensure that any and all investment instruments used by Catholic Community Service will follow the guidelines of the Catholic Community Service Operating and Fiscal Policies.