



Creating Hope, Transforming Lives

Catholic Charities
DIOCESE OF SYRACUSE

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Code of Ethics

TABLE OF CONTENTS

Introduction.....	1
Responsibility to Clients.....	6
Boards/Governance.....	13
CEO/Management Team Responsibilities.....	20
Staff/Volunteer/Agency Relationships.....	25
Social Responsibility.....	32
Resource Development/Funders/Investments.....	34
Research.....	38

Catholic Charities of the Roman Catholic Diocese of Syracuse New York Code of Ethics

Preamble

The Code of Ethics serves as a guide to the organizational behavior and responsibilities of the staff and the agency, in carrying out the mission of Catholic Charities of the Diocese of Syracuse and its member Agencies. This Code of Ethics shall be adhered to by all Employees, Volunteers and Board members of Catholic Charities, and used to apply ethical reflection to our work, policies, operations and service to the community.

Introduction

At Catholic Charities, our mission is to reach out to and provide assistance to those in need; the poor, sick, aged, isolated, disabled and alienated; and to promote unity among persons seeking to develop caring communities.

“Catholic Charities of the Roman Catholic Diocese of Syracuse is dedicated to enacting Christ’s teachings by responding to people and their needs through service, advocacy, convening and empowerment.”

This mission is founded in Catholic Social Teaching and the fundamental values of Catholic Charities, which has special concern for the poor and those who are most vulnerable and in greatest need. Its principles recognize the life and dignity of the human person and our fulfillment through

relationships with others; the right to those things required for human dignity including food, shelter, health care, education, employment; and that personal responsibility must be joined with social obligation. It is recognized that as we carry out Catholic Charities mission through our daily work lives, we must all be guided by core values and principles. These ethical principles guide our practice and behavior, and establish expectations to which we are accountable. The Code provides a set of principles, values and standards to guide decision making and conduct, to guide our development of ethically responsible policies and activities, and to identify and resolve issues where ethical obligations conflict. In addition to the Codes followed by our professional staff, the Catholic Charities Code of Ethics will provide an organizational standard, and an ethical framework to all that we do. Catholic Charities will honor and respect Employee's, Board Members and Volunteers adherence to other professional codes of ethics, but will reserve the right to require each person to respect and adhere to Catholic Charities Code of Ethics as a moral agent of Catholic Charities of the Diocese of Syracuse.

Values and Principles of the Code

Catholic Charities plays an integral role in contributing to the human service and social outreach of the Church's work. The Catholic Charities Code of Ethics contains ethical standards based on the Principles and Values articulated in the *Compendium of the Social Doctrine of the Church* that both inspires and guides our work.

"The permanent principles of the Church's social doctrine constitute the very heart of Catholic Social Teaching. These are principles of: the dignity of the human person...which is the foundation of all the

other principles and content of the Church's social doctrine; the common good; subsidiary; and solidarity."

~Compendium of the Social Doctrine of the Church, 160

"Besides the principles that must guide the building of society, the Church's social doctrine also indicates fundamental values. All social values are inherent in the dignity of the human person, whose authentic development they foster. Essentially, these values are: truth, freedom, justice, love."

~Compendium of the Social Doctrine of the Church, 197

The relationship between these principles and values are interchangeable, in that the values are attributed to the aspects of moral good that the principles foster, serving as a point of reference for the proper structuring and ordered leading of life in society.

Principles of Catholic Social Teaching

- ***Human Dignity***: Each person is made in the image of God, and has inherent dignity. Each person is endowed with rights and duties, and each person served and engaged with our work will be held in great esteem and with great respect.
- ***Common Good***: Dignity, unity and equality for all people. All persons have the right to access all that they need to reach their fulfillment, as well as the obligation to work for the rights of others.
- ***Subsidiarity***: Catholic Charities will assure that decisions should be made at the lowest possible level, empower those most in need, and include those who are capable in decision-making and who will be

impacted by those decisions. We will participate in seeking justice for all, especially those who have no voice of their own, and will advocate and serve both for individuals and just social structures.

- ***Solidarity with the Poor:*** Catholic Charities will assure that the most poor and vulnerable persons have special claim to our programs and services, and will commit ourselves to continue to be a voice with poor and vulnerable individuals in the public discourse.

Fundamental Values

- ***Truth:*** Transparency and accountability will always be pursued in our communication and work.
- ***Freedom:*** We will always assist, support, respect and affirm clients, staff, volunteers and other organizations/entities the right to live in socially responsible freedom and exercise their authentic autonomy.
- ***Justice:*** All Clients have the right to self-actualization and to reach their full potential. Catholic Charities will work to achieve greater justice for clients and our communities through social policy advocacy efforts, locally, nationally, internationally and through our organizational work.
- ***Love:*** Love will be the chief identifying characteristic and element of our work and life.

Ethical Standards

The following ethical standards flow from the principles and values that are the foundation of the work of Catholic Charities. They reflect standards related to all agents of

Catholic Charities, including Employees, Administration, Volunteers, Consultants, Board Members and Donors. They not only serve as a guide for carrying out the mission of Catholic Charities, but also serve as a notice to others of the way we expect our mission and vision to be carried out for the sake of those we are privileged to serve.

These standards touch on many areas of our work, however it is recognized that there will always be situations not covered. It is expected that the spirit of the code be applied to those areas, and as necessary, the code will be reviewed and updated to address new situations.

1. Responsibility to Clients

1.01 Informed Consent

- a) Clients shall be appropriately informed, and provided the opportunity to ask questions to gain an understanding about the purpose of the service and the role of the staff in providing that service.
- b) Potential clients shall be given all information necessary to make an informed decision, including benefits, risks and harm of the proposed service, or of not engaging in service at all, as well as mandated reporting requirements.
- c) The agency, as a pro-life agency, shall clearly indicate, prior to the creation of any client relationship, that the agency does not provide services contrary to the teachings of the Church, such as abortion counseling.
- d) Staff are expected to obtain the written informed consent of the client before audio-taping, video-taping, or photographing clients; consent should also be obtained for the use of client cases/material/photos for websites, promotional materials/brochures or for training purposes, including the observation of services by another.

1.02 Client Rights

- a) All staff are expected to respect the dignity and worth of all persons served at all times.
- b) Clients shall be informed of their rights and responsibilities as clients of Catholic Charities.

- c) All clients have the right to confidentiality and to privacy.

1.03 Boundary Issues/Dual Relationships

- a) Staff are expected to avoid dual or multiple relationships with persons served and with past recipients of service; and where unavoidable, will be vigilant to safeguard clients from possible exploitation and harm.
- b) Staff are expected not to engage in sexual harassment, or to exploit clients, students or supervisees or to engage in sexual intimacies with clients.
- c) Staff are expected to not discuss with clients, anything regarding conflicts between themselves and colleagues.

1.04 Beginning of Client Relationship

- a) Staff are expected to follow the criteria and conditions set by agency policy in accepting clients for service at Catholic Charities.
- b) Staff are expected to engage persons served from a person-centered philosophy, involving them in all aspects of care toward realizing their goals.
- c) Staff are expected to represent themselves, their qualifications and their skills truthfully in all relationships.

1.05 Confidentiality

- a) All staff are expected to respect the privacy of all persons served and shall, in accordance with all

regulatory requirements, confidentially maintain all information obtained except as permitted by law or professional ethics.

- b) The agency will develop procedures to assure that all staff persons are aware of any limits of confidentiality and to inform persons served of any pertinent laws and/or limitations.

1.06 Clients as Research Subjects

- a) When engaging in or collaborating with research projects, the agency will protect the rights of human research subjects and follow governmental and professional guidelines developed for protecting and evaluating research.
- b) Sensitively administered, written informed consent and assent shall be obtained from research participants as dictated by governmental and professional mandates.

1.07 Release of Information

- a) Staff are expected to 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 are expected to adhere to agency policies and procedures and to applicable state and federal regulations regarding release of client information, and will release information to third parties only when indicated and agreed upon by the person(s) served.

1.08 Quality Service/Competence

- a) All staff are expected to provide services within the scope of their training and expertise, and will be consistent with the best practice for the needed care.
- b) Catholic Charities agencies are expected to continually evaluate the quality of service delivery to clients in an effort to improve the services delivered and to maximize client outcomes.

1.09 Duty to Warn/Duty to Protect/Duty to Report

- a) Agencies are expected to be aware of federal, state and local laws that requires professional staff to warn/protect third parties from harm that may be perpetrated by a client(s) in their care, and make agency policies and procedures for warning potential victims available to all staff.
- b) Agencies shall have policies available to all staff that describes legal statutes/regulations that require staff to report alleged or suspected incidents of abuse and/or neglect of protected groups, and procedures for reporting.

1.10 Best Interest of Client

- a) All staff are expected to demonstrate a genuine concern for the best interests of all persons served.
- b) All staff are expected to focus their intervention efforts on assisting and empowering clients to help themselves in so far as possible.
- c) Agencies are expected to strive, in all of their services, to be client-centered and client-directed

consistent with the ethical principles of social responsibility and authentic autonomy.

1.11 Non-Discrimination

- a) The agency shall not engage in harassing or discriminatory behaviors against individuals served or refuse services to individuals on the basis of race, color, creed, gender, sexual orientation, religion, disability or nationality.

1.12 Religious Identity

- a) While Catholic Charities agencies respect the religious beliefs, values and identities of all individual clients, staff, volunteers and board members, the identity of the agency is clearly Catholic. As such, agencies adhere to the social and moral teachings of the Catholic Church.
- b) While acting in accord with Catholic Charities religious identity, policies and procedures, staff shall respect the religious beliefs and values of all clients and shall not directly or indirectly attempt to proselytize in their interaction with clients.
- c) While indicating the ethical standards of the agency, and those services not provided by the agency, staff shall provide services for clients in accord with professional standards applicable to the situation.

1.13 Cultural Sensitivity

- a) Staff are expected to have knowledge of the cultures of the persons served and to demonstrate competence in providing services that are sensitive to the respective cultures and differences among people and cultural groups served by Catholic Charities.

- b) The agency is expected to provide training in cultural competence and promulgate 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.

1.14 Conflicts of Interest

- a) All agency personnel (board, administrators, professional staff, direct service staff, volunteers and other agency staff persons) are expected to be alert to and to avoid conflicts of interest that jeopardize the care of persons served and that interfere with the staff's delivery of services.
- b) Agencies are expected to specify their organizational policy and procedures for disclosing and offsetting potential conflicts of interest.

1.15 Fees

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

1.16 Referrals

- a) Staff are expected to refer clients to other providers when the needs of the client can best be served through an alternative source/alternative provider subject to the limitations of 1.12.

- b) Staff are expected to provide for appropriate and comprehensive transition for any and all referred clients.

1.17 Termination of Service

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

2. Boards/Governance

2.01 Corporate Integrity

- a) Members of Catholic Charities Area Board of Directors/Corporate Board of Trustees are expected to approve the Catholic Charities of the Diocese of Syracuse Code of Ethics and to periodically review the Code and its implementation.

- b) Members of Catholic Charities Area Board of Directors/ Corporate Board of Trustees are expected to participate in educational and formational opportunities on the content and application of the moral and social teaching of the Church to contemporary issues within Catholic Charities.

- c) Members of Catholic Charities Area Board of Directors/ Corporate Board of Trustees are expected to periodically review the Articles and Bylaws of their respective corporations to ascertain their currency with relevant state and federal law (IRS) and the consistency of Area Board of Directors/Trustees practices with the provisions of the corporation's organizational documents. The organizational documents of the corporation shall include an explicit statement of the Catholic identity of the organization and that it shall operate in accord with the teachings of the Roman Catholic Church as interpreted by the Bishop of the Syracuse Diocese.

- d) Members of Catholic Charities Area Board of Directors/ Corporate Board of Trustees are expected to exercise their authority in the corporation consistent with the moral and social teachings of the Church.

- e) Members of Catholic Charities Area Board of Directors/ Corporate Board of Trustees are expected to be faithful to their respective corporation's purposes and to exercise their best, independent judgment concerning the best interest of the corporation on any matter committed to them by the organizational documents of the corporation.
- f) Each Member of Catholic Charities Area Board of Directors/ Corporate Board of Trustees is expected not to use his/her position of governance in the corporation for personal, private gain. In all transactions with individuals or with other organizations Members and Directors/Trustees are expected to act in the best interest of the corporation.
- g) Members of Catholic Charities Area Board of Directors/ Corporate Board of Trustees, in accord with the authority in each body described in the organizational documents of the corporation, are expected to assure that all assets of the corporation are used for the charitable purposes of the corporation in accord with the norms of law.

2.02 Autonomy of Area Board of Directors

All authority to manage the affairs of the corporation is vested in the Catholic Charities Area Board of Directors in accord with the organizational documents of the corporation. The Board is expected to implement Catholic moral and social teaching in all of its decision-making.

- a) Each Member is expected to 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 Member is expected to be responsible for adequately preparing for board meetings and regularly attending board meetings.
- c) The Area Board of Directors is expected to provide for evaluations of the Executive Director in accordance with the Personnel Policy Handbook, unless the structure of the corporation is such that this is a function of the arch/bishop or his designee.
- d) The Area Board of Directors is expected to provide for periodic review and comparative study of management compensation with other similarly situated corporations.
- e) The Area Board of Directors is expected to periodically review the corporation's processes for engaging legal, accounting and other professional relationships, as well as letting of major contracts and to evaluate the benefits and costs of such relationships for the corporation.
- f) The Area Board of Directors is expected to periodically review the quality and responsiveness of its programs to the needs of the communities it serves.
- g) When necessary, the Area Board of Directors is expected to exercise confidentiality where appropriate regarding information shared at the meeting, so as not to endanger or dishonor the staff, clients, programs or agency in any way.

2.03 Fiduciary Duty

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

- a) Each Member is expected to 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 Member is expected to keep informed about and to make every best effort to have the corporation comply with regulatory and other applicable standards relevant to the quality of services provided by the corporation.
- c) Each Member is expected to 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 director's/trustee's position for personal gain inconsistent with the best interest of the corporation.
- d) Each Member is expected to execute annually a conflict of interest statement, to disclose any business transaction between the Member and the corporation in accord with policies in the bylaws of the corporation.
- e) The Area Board of Directors is expected to 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 unfairly on the basis of race, color, creed, ethnicity or age (other than age specific services). The same process should 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 Member is expected to fulfill the duty of obedience by adhering to the purposes of the corporation and by providing that its activities are in furtherance of its purposes as stated in the organizational documents.
- g) The Area Board of Directors is expected to monitor any joint ventures to ensure that they are consistent with the purposes and identity of the corporation and to ensure that the purpose and structure of any joint venture is consistent with the corporation's organizational documents and with federal and state law relevant to charitable corporations.

2.04 Financial Accountability

- a) The Area Board of Directors/ Corporate Board of Trustees is expected to 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 Area Board of Directors/ Corporate Board of Trustees is expected to provide for regular financial reports from management that are in an easily understood form and that clearly show the ratio of

use of monies for services, investments and administrative expenses.

- c) The Area Board of Directors/ Corporate Board of Trustees is expected to provide for regular review of accountants and auditors and financial reviews or audits appropriate for the size of the corporation.
- d) The Area Board of Directors is expected to provide for a regular review of the financial practices of their area agency and to require management to present to the board and to maintain adequate procedures for the receipt, deposit and disbursement of cash.
- e) The Area Board of Directors is expected to 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) Each Corporate Board of Trustees Member is expected to individually and collectively review the financial audit of the corporation, as well as Form 990.

2.05 Relationships of the Corporation

- a) The Area Board of Directors/ Corporate Board of Trustees is expected to meet annually with the Bishop of the Diocese to hear the information on the charitable needs of persons throughout the diocese and to share with the Bishop the needs of the larger community, so that there may be good stewardship of resources of the corporation and effective cooperation between the corporation and the diocese

and its parishes, respecting the distinct mission of each entity.

- b) The Area Board of Directors is expected to provide for the development and use of structures and processes to ensure ongoing communication with parishes concerning local community needs.
- c) The Area Board of Directors is expected to be accountable to donors, the local Church and the community for the corporation's use of funds and provision of services by providing accurate, easily understood and accessible information to each stakeholder of the corporation.

3. CEO/Management Team Responsibilities

3.01 Ethics Leadership

- a) The CEO/Management Team are expected to ensure the implementation and promulgation of the Catholic Charities of the Roman Catholic Diocese of Syracuse Code of Ethics within the member agency, and incorporate the Code into Agency policies to guide the agency as an organization and as a moral agent.
- b) The CEO/Management Team are expected to ensure that introduction and discussion of this Code is included in the hiring process and in new employee/volunteer orientation.
- c) The CEO/Management Team are expected to ensure that their own personal and professional behaviors are consistent with the norms of the Catholic Charities of the Diocese of Syracuse Code of Ethics; in so doing, they shall model ethical behavior and decision-making for those whom they are appointed to lead.
- d) The CEO/Management Team are expected to ensure that there is periodic employee training on the topics of ethical behavior and decision-making for all employees and volunteers of the organization.
- e) The CEO/Management Team are expected to create and use mechanisms for ethical decision-making, including but not limited to Ethics Committees and/or consulting relationships with experts in their communities who have demonstrated ethics expertise and wisdom.

- f) The CEO/Management Team are expected to provide for appropriate transparency and integrity regarding the agency's operations and to ensure that the values of respect and openness guide policy and procedure development and implementation.
- g) The CEO/Management Team are expected to 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.

3.02 Organizational Renewal and Development

The CEO/Management Team are expected to work with agency board(s) and staff to regularly engage them in processes that ensure ongoing organizational integrity, renewal and development.

- a) Processes should include orientation and periodic development opportunities for all staff, board and service volunteers, regarding the mission of the Catholic Charities as foundational to all aspects of the agency's operations and activities.
- b) Processes shall include, at a minimum, program and regulatory compliance, regular fiscal and program audits and all generally accepted practices that ensure transparency.
- c) Processes may include periodic strategic planning, continuous quality improvement processes and staff development opportunities for all employees and volunteers of Catholic Charities.

3.03 Staff Competence

The CEO/Management Team are expected to 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, written job descriptions for all positions, will clearly state the minimum educational and experience qualifications required of paid staff and volunteers and will reflect the responsibilities of the position.

- b) There will be annual staff and volunteer evaluation processes in place for staff at all levels of the agency. These processes should include:
 - 1) Compliance with the mission, values and ethics of the agency
 - 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
 - 7) Receipt of a written copy of the evaluation by staff

- c) There should be policies and procedures in place to ensure that the agency is in compliance with credentialing requirements (licensing, certification and accreditation) of the various professional staff employed in providing the agency's services.
- d) The agency will provide orientation and professional development opportunities for staff of all levels, to ensure their ongoing growth and development and their ability to provide quality service to the agency's clients.
- e) The agency will comply with all staff requirements mandated by applicable state and municipal regulatory bodies for the various services it provides.

3.04 Technology

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

3.05 Board Communications/Relationships

- a) The CEO is expected at all times to provide pertinent information and to be fully transparent in communications involved in the work of the agency's governing board. Full disclosure of all pertinent information is essential to the appropriate and effective governing role of the board.

- b) The CEO/Management Team are also expected to communicate openly and honestly with any advisory boards, within their designated function, thus enabling such boards to be of maximum effectiveness for the agency and its clients.

3.06 Alternative Sources of Revenue

- a) In seeking alternative sources of revenue to further the agency's work, the CEO/Management Team are expected at all times to ensure the integrity of the agency's Catholic identity and mission.

- b) The core values and principles of Catholic moral and social teaching shall provide guidance in the choice of sources of revenue and choice of organizations with which the agency will partner.

- c) In the establishment of any partnerships or other contractual relationships, the agency is expected to ensure that it will be able to maintain its ethical standards in the performance of the partnership or contract.

4 Staff/Volunteer/Agency Relationships

4.01 Organization's Responsibility to Staff – Non-discrimination

- a) Agency administration is expected to take steps within the organization 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 and promotions.

4.02 Organization's Responsibility to Staff – Supervision

- a) The supervisor is expected to be dedicated to the mission of the agency and to have the necessary technical and ethical competencies to fulfill the supervisory functions effectively.
- b) The supervisor is expected to keep abreast of new developments in both service provision and supervisory practice.
- c) The supervisor is expected to meet with the supervisee on a regular basis and to clearly specify how consultation should be handled in emergency situations.
- d) Confidentiality, within the context of the supervisory relationship, shall be respected and its limits clearly articulated.
- e) The supervisor is expected to clarify the boundaries of the relationship with the supervisee. The supervisor will not combine the supervisory role with other roles,

such as friend or counselor, and the supervisor will not provide personal counseling to the supervisee.

- f) The supervisor shall be responsible for the services provided by the supervisee, and is expected to conduct supervisee evaluation processes on the basis of fair, objective criteria, shared in reciprocal dialogue with the supervisee.

- g) The annual performance evaluation should include, but not be limited to, the following areas:
 - Adherence to the mission, values and ethics of the agency
 - Review of position objectives established in previous evaluation and performance feedback
 - Setting of performance objectives for the coming year
 - Identification of training needs/professional development needs and opportunities.

- h) The supervisor shall not use the supervisory relationship for personal gain. A process will be in place for staff to bring concerns regarding conflicts of interest or boundary violations to other levels of management within the agency to address such issues.

4.03 Responsibility of the Supervisor to the Organization/Administration

The supervisor is expected to share with organizational leadership/administration information that could place agency staff, clients or other persons at risk or that could seriously impede the mission of the agency.

4.04 Mutual Responsibility of Organization and Staff

Employment with Catholic Charities 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.

4.05 Staff Responsibility to Organization

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

4.06 Colleague Relationships

- a) Staff are expected to respect the rights and views of their colleagues, and colleagues of other agencies, and to treat them with respect, fairness and courtesy.
- b) Staff are expected to collaborate with colleagues and to use alternate or complementary services as needed to best serve the client.
- c) Staff are expected to respect confidences shared by colleagues in the course of their professional relationships.
- d) Staff are expected to not involve a client or other colleagues in a dispute with a colleague, or engage them in negative criticisms or discussion of a conflict with a colleague. Negative criticisms may include comments that are demeaning to the person, such as negative references relating to their competence or about their gender, age, race, ethnicity, religion or sexual orientation.
- e) The staff person who refers a client to a colleague is expected to take appropriate steps to facilitate an orderly transfer of the relationship.
- f) Staff are expected not to assume professional responsibility for a client of another agency or a colleague without appropriate communication with that agency or colleague.
- 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) When terminating with a client, staff are expected to provide for an appropriate termination process and take steps for a responsible transfer; pertinent information should be disclosed only with the proper consent of the client or the person authorized to provide the consent on behalf of the client, unless such a disclosure is not permitted by law.
- i) Staff are expected not to solicit clients from other providers for the purpose of increasing their client base. Staff members who engage in a practice outside of their work for Catholic Charities, are also expected not to solicit clients away from Catholic Charities to their own alternative practice.
- j) A staff person who has direct knowledge of a colleague's impairment affecting their work (due to personal problems, psychosocial distress, substance abuse or mental health issues) or who believes that a colleague has acted unethically is expected first to consult with the colleague and seek informal resolution of the issue(s). If such resolution is not achieved, or if the nature of the impairment or unethical behavior is not appropriate for informal resolution and further action is necessary; the staff person is expected to follow a formal reporting process, using the appropriate chain of command for resolution of the issue(s). Supervisory documentation should support all interventions.
- k) Any threat of retaliation against staff who acts pursuant to their responsibilities under the code, is an

act against the intent of the code, and as such may be subject to discipline, including termination of employment if such retaliation is proven.

4.07 Team Relationships

- a) The staff person who is a member of an interdisciplinary team within the agency, or is a member of a team in or with another community agency, is expected to 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 shall be clearly established.
- b) The decision-making process of the team should be clarified, and it should be understood that an individual member may withdraw from a decision which may be considered by the member to be contrary to the wellbeing of the client or contrary to the values and ethics of the member's profession or the organization.

4.08 Organization's Relationship to Volunteers (Governance /Direct Service)

- a) Volunteers are expected to support the mission, values and ethics of the organization as the foundation for their work with and for the agency and its clients.
- b) The agency is expected to have a plan for its use of volunteers to complement the work of paid staff.
- c) The agency is expected to provide the resources needed for volunteers to be effective within the organization.

- d) Volunteers should be held to the same standards, policies, procedures and accountability as are the paid staff of the agency.
- e) Volunteers should be interviewed, screened, and placed in roles within the organization which match their skills and abilities to the needs of the agency and its clients. Background and reference checks will be completed on volunteers as appropriate to their position and level of responsibility. A job description should be provided to volunteers, which outlines performance expectations upon commencing their volunteer role within the agency.
- f) Volunteers are expected to participate in training and development opportunities provided by the agency regarding the mission, values and ethics of the organization, and to uphold the agency's mission, values and ethics in their delivery of services to clients and in all program related activities.
- g) There should be individual/interests within the organization who will assume responsibility for the ongoing coordination, training and supervision of volunteers.
- h) The agency administration is expected to formally recognize volunteers for the work that they perform for the agency and its clients.
- i) Volunteers are expected not to use their role within the organization to receive preferential treatment when seeking services for themselves, family members or friends.

5. Social Responsibility

5.01 Mission Engagement

In fulfillment of its mission, the agency will work to effect social change and to promote social justice in the broader civic community.

- a) The board and management of the agency are expected to adhere to the values of social justice and equality in the development and implementation of the agency's policies and procedures.
- b) The agency will encourage staff and volunteers to engage in advocacy for social justice and will provide them with materials and tools based on Catholic social teaching to assist them in these advocacy efforts.
- c) Agencies are expected to work to engage local church communities, at both the parish and diocesan level, through such efforts as providing educational forums on poverty and justice related topics; providing volunteer opportunities for members of the Church community and providing tools and opportunities for them to engage in the work of advocacy.

5.02 Staff Participation

The agency is expected to encourage its staff to be involved proactively in the broader community in efforts to promote social justice that are consistent with the values and principles of Catholic social teaching. This involvement may include, but is not limited to, serving on boards in local communities, participating in local coalitions dedicated to promoting social justice in the community, attending community events and giving time to community service and/or to local schools of social work or related disciplines.

5.03 Coalition-Building

The agency 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.

5.04 Disaster Response

Catholic Charities of the Diocese of Syracuse will have a disaster response plan in place, enabling each agency to respond effectively to local or national disasters.

6. Resource Development/ Funders/ Investments

6.01 Public and Private Contractors

In entering into contract arrangements for the provision of services:

- a) The agency is expected to provide reasonable services for realistic costs.
- b) The agency is expected to assure that all contracts are consistent with agency mission.
- c) The agency is expected to ensure that contract agreements allow for just salaries for staff.
- d) The agency is expected to undertake contracts that are focused on meeting the needs of clients.

6.02 Foundations/Corporations/Grant Making Bodies

- a) The agency will seek resources in the context of funding strategies that involve solicitation of funds from a wide variety of sources.
- b) In seeking funding, the agency is expected to review funding sources and their requirements to ensure acceptance of such funds does not force the agency to act against its moral values.
- c) The agency is expected to disclose any potential or actual conflicts of interest; such disclosure neither precludes nor implies the existence of ethical impropriety.

- d) The agency is expected to comply with all appropriate reporting mechanisms required by these funding sources.
- e) The agency board and management staff are expected to establish written agreements with any outside contracting entity and to oversee the performance of those contracts.

6.03 Fundraising and Marketing Activities

- a) The agency is expected to ensure that all marketing and solicitation materials truthfully represent the agency, its mission and the use of solicited funds.
- b) The agency is expected to take all appropriate steps to assure that no clients are exploited in the fundraising or marketing process.
- c) The agency is expected to obtain written consent from any person, or person's guardian, before using photos or recordings/videos featuring the person in agency materials.
- d) The agency is expected to 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.
- e) The agency is expected to obtain explicit consent by the donor(s) before altering the use of restricted funds.
- f) The agency is expected to give respect and gratitude to any and all contributors, regardless of the amount of their gifts.

- g) The agency is expected to be transparent in its accounting and recording of any and all donated/solicited funds.
- h) The agency is expected to acknowledge, in writing, all monetary gifts in accordance with IRS regulations.
- i) The agency is expected to safe-guard donor payment and financial information against theft.
- j) The agency will not disclose confidential information about donors to any unauthorized party.
- k) The agency is expected to analyze marketing costs in relation to dollars raised and adhere to industry standards.
- l) The agency is expected to monitor costs of marketing activities to ensure that client services and staff salaries are not compromised.
- m) The agency is expected to ensure that development/fundraising staff does not receive compensation that is based on a percentage of the funds raised or accept finders' fees.
- n) The agency is expected to raise funds and accept gifts in kind in accordance with applicable local, state and federal requirements and to register all fundraising activities with appropriate administrative authorities.
- o) The agency is expected to be transparent in its relationships with sponsors, underwriters and vendors.

6.04 Investments

- a) The agency is expected to ensure that any and all investment instruments used by the agency are screened for their consistency with Catholic moral and social teaching.

- b) The agency is expected to have a written investment policy which is regularly reviewed by its governing body.

7. Research

7.01

Consistent with the “specific duty to move always toward the truth (Compendium, 431),” in the improvement of the lives of our clients, agencies may engage in and/or collaborate with other knowledgeable groups or organizations in the responsible conduct of research geared toward continuous quality performance and improvement of services, as well as the delivery of evidence-based practice interventions.

7.02

Responsible conduct of research requires resolution of ethical considerations arising from the research design: the study processes, such as data collection, recruitment and the valid informed consent of the people and communities who are studied; the outcome and impact of the findings, such as the impact on best practices within the agency, the impact on clients and communities, and full and honest disclosure of the findings and authorship.

7.03

The agency will collaborate with established institutional review boards of research to ensure the protection of persons who choose to participate in research studies.

7.04 Metrics

- a) The agency is expected to compile statistical data for all of its financial, care-giving and client activities and to establish benchmarks of expectations for interactions and outcomes that are geared to the

improvement of the lives of clients.

- b) Statistics and benchmarks will remain classified within the agency, but may be discussed in public without reference to any specific individual or agency relationship with clients.

This Code was developed in conformity with, and adapted from the 2007 Catholic Charities USA Code of Ethics.

As approved by the Board of Trustees: 3/22/12