



## **CODE OF ETHICS**

Goodwill's reputation is built upon the principles of fair dealing and ethical conduct. While the strict observance of all applicable laws and regulations, the agency also expects high standards of conduct and personal integrity. Team members must refrain from any illegal, dishonest, or unethical conduct and report suspected unethical or unlawful conduct to their supervisor, Human Resources or via Goodwill's .

All team members, temporary staff, interns, and any individuals associated with or representing Goodwill of Western and Northern Connecticut, Inc. while on the job, in the workplace or on Goodwill properties are expected to behave in accordance with the following **Code of Ethics**:

### **Our Mission**

Goodwill of Western and Northern Connecticut strengthens communities by helping people with disabilities and other disadvantages, maximize independence through job training and other support services.

### **Advocacy Efforts for Persons Served**

Goodwill strives to advocate for its program participants, both on an individual level and when applicable, through community organizations and legislative processes. Outside advocacy resources are made available for program participants to utilize.

### **Business/Financial Practices**

Goodwill is committed to operating a fiscally responsible organization. All team members are expected to report information accurately, truthfully, and completely. Team members are prohibited from making false or improper entries on any document that affects Goodwill transactions in all areas of operation. Financial records must accurately reflect transactions and conform to generally accepted accounting principles. No entries may be made on agency records that intentionally hide or disguise any transaction's true nature. No undisclosed or unrecorded funds or assets may be established.

### **Contractual Relationships**

The Board of Directors has authorized the President to enter contractual relationships as warranted. All contracts, including state human services contracts, leases, etc., are carefully reviewed by the appropriate executive team member before presentation to the President for review and execution. The President may consult legal counsel as necessary. Goodwill complies with its contractual commitments and responsibilities.

### **Corporate Citizenship**

Goodwill strives to demonstrate strong corporate citizenship in various communities that are served. This is shown through the number of programs that our organization sponsors, including our Career Centers, which serve several of the state's largest metropolitan areas with the lowest per capita income.

### **Education**

Education on ethical codes of conduct is provided for team members upon hire and annually for human services team members. Additionally, information regarding Goodwill's ethical codes of conduct is available on the agency's website ([www.gwct.org](http://www.gwct.org)) for all stakeholders to review.

### **Marketing Activities and Social Media**

Goodwill intends to portray the individuals we serve with dignity and respect. It is the personal choice of the individual to participate in public relations and marketing activities. As professionals, it is our responsibility to disclose the purpose of the media piece, its intended audience and answer any questions the individual may have regarding its content and use. Participation is documented by the signing of the



HIPAA compliant publicity release form. Signed release forms are kept in the individual's client file. Disclosure of the disability or other personal information is strictly voluntary. As a non-profit organization, we are responsible for reporting our financial situation and the outcome of our services accurately and truthfully to our funding sources, stakeholders, and the public. Goodwill utilizes social media to enhance communication and connection with stakeholders. With this comes the responsibility to maintain the appropriateness of content posted.

### **Team Members**

Team members are expected to be open, honest, and fair in all business relationships with customers, program participants, suppliers, donors, the public, other stakeholders, and each other. It is expected that all Goodwill stakeholders, regardless of their status within the organization, be valued for their contributions to the organization. Professional standards are specified in various Standard Operating Procedures and outlined in the Employee Handbook. Team members are prohibited from the misuse of agency resources, engaging in fraud, abuse, and/or any other unethical behavior. In addition, as part of our No Solicitation policies, staff may not participate in personal fundraising.

### **Treatment of Community Members**

Goodwill only can exist if the community/public has the utmost confidence in us as an organization. We consider community input vital to our organization and welcome it readily. We respond to all requests for information and any concerns/comments promptly.

### **Treatment of Persons Receiving Services (Service Delivery)**

All Goodwill team members are expected to treat people served and their families with the utmost respect and dignity. They must represent Goodwill service capabilities and expectations accurately and professionally to prospective, current, and former service recipients, including identifying any potential conflicts of interest.

Team members must also adhere to all professional responsibilities. Goodwill provides a safe, clean and healthy environment while striving to provide the best quality of service. All contact with people served must maintain clear boundaries of personal and professional conduct. Team members have the responsibility to ensure that their relationships with persons served are not potentially aversive, abusive, neglectful, harmful, or exploitative in any way, including financial. Team members are prohibited from engaging in relationships with program participants that fall outside of a professional realm, including but not limited to flirtatious relationships (e.g., physical flirtations or flirtations by mail, phone, e-mail, or internet), dating, sexual contact of any kind and/or business agreements that may result in a team members financial or material gain (e.g. gifts, gratuities, team member purchase of item belonging to program participant).

Any team member who has or had a personal relationship with a person referred to Goodwill for services must notify their supervisor and request to be removed from involvement in the case. Team members may not exchange or share personal property, gifts, money, or gratuities with the participants they serve. They also must not accept property, gifts, money, or gratuities from participants. Goodwill team members may witness documents such as program participant and/or guardian/conservator signature on agency documents; however, team members are instructed to consult their supervisor before witnessing a legal document such as power of attorney, court issued documents, advance directives, etc. Specific rights are outlined in the Human Services' Standard Operating Procedures, the Program Participant Handbook and are posted.