

# Goodwill Industries of Southwestern Michigan

## **Code of Ethics:**

### **Treatment of persons receiving services**

- 1) The following questions will serve as principles which will guide my actions in dealing with those individuals receiving services from or employed by Goodwill Industries of Southwestern Michigan.

Do my actions...

- a. promote self-esteem in those we serve/supervise?
  - b. demonstrate empathy and a willingness to use insights thus gained in such a way as to improve the situation?
  - c. Enlist the involvement of those we serve/supervise by increasing the worth of these individuals?
- 2) Persons receiving services must always be treated with respect and dignity, regardless of disability or other potential deficit areas.
  - 3) The input of persons receiving services into the rehabilitation process is not only important but it is paramount. That input should always be accepted in a respectful manner.
  - 4) Persons receiving services give up no legal rights when they join Goodwill Industries of Southwestern Michigan. Hence, an individual's legal rights must be respected at all times.
  - 5) An atmosphere must be maintained in which those receiving services may learn and develop.
  - 6) The organization must be ever mindful of the attitudinal, architectural, and communication barriers that may exist in the agency. Where barriers exist, the organization must consider corrective action.

### **Staff members**

- 1) I will do my best to see that Goodwill Industries of Southwestern Michigan meets the needs of the persons receiving services.
- 2) I will respect the value and dignity of all individuals.
- 3) I will do my best to create and maintain a climate of loyalty, trust, and mutual respect.

- 4) I will support a work atmosphere in which the work of each individual is respected as important.
- 5) I will recognize excellent work done by other staff members and persons receiving services.
- 6) I will strive to speak to everyone in a friendly, positive, enthusiastic, and courteous way.
- 7) I will support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.
- 8) I will support the decisions of management. I may state my position, but ultimately staff members must follow management's final decision.
- 9) I will be loyal to the agency. I will refrain from doing anything that might bring discredit to the agency.
- 10) I acknowledge that enthusiasm and a positive attitude always make for a better work place.
- 11) I will uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Goodwill Industries of Southwestern Michigan's ability to meet its mission.
- 12) I will be a responsible steward of Goodwill Industries of Southwestern Michigan's resources.
- 13) I will strive for personal and professional growth to improve my effectiveness.
- 14) I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have on Goodwill Industries of Southwestern Michigan's reputation in my community and elsewhere.

### **Board of Directors**

- 1) I will do my best to see that Goodwill Industries of Southwestern Michigan is operated in a manner that upholds the agency's integrity, adhere to its bylaws, and merits the trust and support of the public.
- 2) I will strive to adhere to all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Goodwill Industries of Southwestern Michigan's ability to accomplish its mission.
- 3) I will treat others with respect, doing for and to others as I would have done for and to me in similar circumstances.

- 4) I will be a responsible steward of Goodwill Industries of Southwestern Michigan's resources.
- 5) I will take no actions that could benefit me personally at the expense of Goodwill Industries of Southwestern Michigan, avoiding even the appearance of a conflict of interest.
- 6) I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have, positively or negatively, on Goodwill Industries of Southwestern Michigan's reputation in my community and elsewhere.
- 7) I will strive for personal and professional growth to improve my effectiveness as a Goodwill Industries of Southwestern Michigan Board member.
- 8) I will refrain from unwarranted intrusion into the responsibilities of Goodwill Industries of Southwestern Michigan's operational management.

### **Financial practices**

- 1) All financial practices of Goodwill Industries of Southwestern Michigan shall be handled in accordance with the applicable federal, state, and local laws.
- 2) All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
- 3) All financial matters that fall within the purview of the agency's financial management policies shall comply with those policies.
- 4) All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

### **Marketing activities**

- 1) Marketing activities are part of Goodwill Industries of Southwestern Michigan's accountability to the public.
- 2) Marketing activities/efforts shall always respect the dignity and privacy rights of those receiving services.
- 3) Marketing activities will never knowingly mislead or misinform the public or misrepresent Goodwill Industries of Southwestern Michigan.
- 4) Marketing activities will uphold the integrity of Goodwill Industries of Southwestern Michigan so as to merit the continued support and trust of the public.

## **Human Resource practices**

- 1) Adhere to the highest standards of ethical and professional behavior.
- 2) Strive to achieve the highest levels of service, performance and social responsibility.
- 3) Advocate for the appropriate use and appreciation of human beings as employees.
- 4) Respect the uniqueness and intrinsic worth of every individual.
- 5) Treat people with dignity, respect and compassion to foster a trusting work environment free of harassment, intimidation, and unlawful discrimination.
- 6) Develop, administer and advocate policies and procedures that foster fair, consistent and equitable treatment for all.
- 7) Refrain from giving or seeking preferential treatment in the human resources processes.
- 8) Safeguard restricted or confidential information.
- 9) Uphold all laws and regulations relating to my employer's activities.

## **Treatment of community members**

- 1) Community members must always be treated with respect and dignity.
- 2) Requests for information from community members are responded to in a timely manner.
- 3) Concerns or complaints from the community are addressed.
- 5) Input is solicited from the community and is considered in a respectful manner.

## **Core Values**

Goodwill Industries of Southwestern Michigan has established a Code of Ethics to guide the actions of staff/board members, treatment of those receiving services, business/financial practices, and marketing.

Each new staff and board member will be required to review and sign the pertinent code, indicating acceptance of it. Any staff member who violates one of the agency's Codes of Ethics may face corrective action. Board action may be taken with any board member who violates the Code of Ethics.

The core values that serve as roots for our Code of Ethics are:

- **Respect for Each Other**

Staff and board members will exercise thoughtful consideration of the needs of others—staff persons, board members, persons receiving services.

- **Conciliation**

Staff and board members act in a spirit of compromise and agreement. Each individual will hear and respect the other person's point of view and be open to constructive discussion.

- **Honesty**

All staff and board members will deal honestly with other staff persons, board members, customers, and those receiving services. The value of honesty cannot be compromised. We must be honest without being hurtful.

- **Trust**

Each of us will be non-judgmental on issues. We will be supportive of others and responsive in any time of need.

**Approved by Board of Directors 3/02**  
**Reviewed and Revised 10/04**  
**Reviewed by Personnel Committee 8/09**