

# THE SALVATION ARMY SOCIAL SERVICES

## CODE OF ETHICS FOR SOCIAL SERVICES PERSONNEL

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This Code of Ethics provides a framework for the delivery of ethical service in Salvation Army social services ministry. It highlights ethical behaviours distinctive of social services personnel. The Code of Ethics is a complement to the Code of Conduct.

### Territorial Core Values

**Hope:** Give hope through the power of the gospel of Jesus Christ.

**Service:** Reach out to support others without discrimination.

**Dignity:** Respect and value each other, recognizing everyone's worth.

**Stewardship:** Manage responsibly the resources entrusted to us.

### Responsibility to Clients

- Demonstrate regard for the equal and intrinsic dignity of clients.
- Provide quality, client-centered service.
- Seek the best interests of clients.
- Respect the clients' self-determination in making and being responsible for their choices.
- Commit to relationships marked by collaboration, courtesy, trust and healthy boundaries.
- Practice honest, clear, timely and direct communication.
- Collect all information and knowledge related to each client and related parties with the client's informed consent. Retain all information and knowledge confidentially and disclose only according to local policy and/or legislation.
- Practice within your areas of defined responsibilities.
- Respect and protect the civil and legal rights of clients.
- Protect and advocate for clients.

### Responsibility to Fellow Staff Members, Volunteers and Placement Students

- Work collaboratively with mutual respect and accountability.
- Practice honest, clear, timely and direct communication.
- Contribute to a suitable, rewarding, and collegial workplace environment where Territorial Core Values and the Code of Ethics are practiced every day.

### Responsibility to the Employer

- Fulfill the responsibilities of your position.
- Manage resources responsibly.
- Handle all information, including documentation, records and reports, responsibly.
- Ensure acceptable use of social media.
- Identify your real, potential or perceived conflicts of interest and disclose them in order to help minimize or eliminate the impact of such conflicts.
- Make whistleblower disclosures where appropriate. (Operating Policy: Whistleblower Policy – Dec 5, 2012).
- Practice honest, clear, timely and direct communication.

### Responsibility to the Broader Society

- Uphold the equal and intrinsic dignity of all people.
- Promote relationships of trust and accountability.
- Serve the common good with the highest ethical standards and a focus on people experiencing marginalization.
- Work towards a more just society.

*Updated November 18, 2020*

