



## **CODE OF ETHICS**

The successful business operation and reputation of CASA is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of CASA is dependent upon our grantees', clients' and donors' trust and we are dedicated to preserving that trust. Employees, board members, and volunteers owe a duty to act in a way that will merit the continued trust and confidence of the public.

CASA will comply with all applicable laws and regulations and expects its directors, board members, volunteers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct as further outlined in the Conflicts of Disclosure and Confidentiality Policies.

In general, the use of good judgment, based on ethical principles, will guide employees, board members, and volunteers with respect to lines of acceptable conduct. CASA of Madison County follows the Standards of Excellence Institute's Ethics and Accountability Code for the Nonprofit Sector. The Standards for Excellence Institute aims to raise the level of accountability, transparency, and effectiveness of all nonprofit organizations to foster excellence and inspire trust. The Standards for Excellence code provides a framework and step-by-step guidelines to achieve a well-managed and responsibly governed organization. CASA of Madison County has adopted the Standards principles and implemented the code in order to meet the highest ethical standards for effective service in the public interest.

If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the Executive Director for advice and consultation. The Guiding Principles, provided by the Standards for Excellence Code, should be followed to encourage an effective, ethical, and accountable organization:

### **I. MISSION, STRATEGY AND EVALUATION**

CASA of Madison County was founded for the public good and operate to deliver our mission and purpose through our Aging in Place program and services. Our

services should effectively and efficiently work toward achieving that mission. CASA of Madison County has an obligation to ensure program effectiveness and to devote the necessary resources to achieve our purpose and mission.

## II. LEADERSHIP: BOARD, STAFF AND VOLUNTEERS

CASA of Madison County depends upon the effective leadership to successfully meet our mission. Effective leadership is considered a partnership between the board and management, each playing an essential role. There should be an understanding and open communication regarding the shared and complex elements of leadership for the success of our organization and to deliver our mission.

Board members are in a position of trust to ensure that resources are used to carry out CASA's mission. CASA of Madison County's Board of Directors consists of volunteers who are committed to our mission and who demonstrate an understanding of the purpose and vision of our organization. The board of directors assesses our mission, establishes management policies and procedures, assures adequate human and financial resources are available, and actively monitors CASA's allocation of resources to effectively and efficiently fulfill our mission.

Our executive leadership carries out the day-to-day operations of the organization, ensures financial and organizational sustainability, and provides adequate information to our board of directors. CASA has policies in place that addresses both the paid employees and our volunteers fairly, with clear expectations, and providing an effective performance evaluation.

## III. LEGAL COMPLIANCE AND ETHICS

CASA of Madison County values the public's trust, and therefore complies with a diverse array of legal and regulatory requirements. CASA regularly reviews regulatory and fiduciary concerns. Our leadership and management have a fundamental responsibility to ensure CASA is governed and is operating in an ethical and legal manner. By fostering exemplary conduct, our organization can effectively develop internal and external trust as well as preventing misconduct. It is our intent to go beyond legal requirements and embrace the highest ethical practices in order to maintain the honor of the public's trust in CASA of Madison County. Our board, staff, and volunteers must act in the best interest of our organization, rather than working to further their own personal interest or that of a third party. CASA's conflict of interest policy addresses the actions expected of our board, staff, and volunteers. This policy is in place to prevent actual, potential, or perceived conflicts of interest. In this way, ethics and compliance reinforce each other.

## IV. FINANCE AND OPERATIONS

CASA of Madison County has a sound financial and operational system in place to ensure accurate records are kept. Our financial and non-financial resources are used in furtherance of tax-exempt purposes. Periodically our processes and systems are reviewed to ensure accuracy and transparency of our financial and operational reporting, and safeguards to protect the integrity of our reporting systems.

V. RESOURCE DEVELOPMENT

The board and staff of CASA of Madison County share the responsibility for resource development. CASA depends on various sources of financial support. Our resource development program is based on a foundation of truthfulness and responsible stewardship. Our fundraising and resource development policies align with our mission, are compatible with its organizational capacity, and respect the interests of donors, prospective donors, and others providing resources to our organization.

VI. PUBLIC AWARENESS, ENGAGEMENT, AND ADVOCACY

CASA of Madison County utilizes various media platforms to represent the issues and needs of the individuals we serve through sharing informational and educational materials to the general public. Our board, staff, volunteers, and stakeholders are encouraged to share and communicate the information with their community connections. As such, CASA strives to communicate in an effective manner to educate, inform, and engage the public to further our mission and purpose.

Compliance with this ethics policy related to business in dealing with clients, vendors or other associated suppliers is the responsibility of each CASA employee, board member, and volunteer. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment or removal from his or her board or volunteer position.