

# **Angel of God Resource Center, Inc.**

## **Code of Ethics and Business Conduct**

### **INTRODUCTION**

Angel of God Resource Center, Inc.'s (AOGRC) Code of Ethics handbook includes an expansive array of ethical responsibilities that are standards for AOGRC employees.

The Code of Ethics handbook include ethics/areas that address:

- Business
- Marketing
- Contractual Relationships
- Conflict of Interest
- Use of Social Media
- Service Delivery
- Professional Responsibilities
- Human Resources
- Organizational Fundraising
- Prohibition of Waste, Fraud, Abuse, and other Wrongdoing
- Written Procedures to Deal with Allegations of Violations of Ethical Codes
- Education on Ethical Codes for Personnel and Other Stakeholders
- Advocacy Efforts for the persons served
- Corporate Citizenship

The ethics/areas addressed generally apply to all staff, as is appropriate.

### **Angel of God Resource Center, Inc.**

#### **Mission**

The mission of Angel of God Resource Center, Inc. is to provide support services designed to enhance the lives of our participants and business community. This is accomplished through our after school programs which provides a safe environment for youth ages 6-18. We also provide opportunities for training and placement through our Community Youth Employment program (CYEP), Training Observation Practice Program (TOPP) in Automotive Services, Financial Services Program (FSP) and other training programs which serves Veterans. AOGRC also serves as a city assist agency to assist businesses in obtaining MBE/WBE/DBE certifications.

#### **Vision**

Our vision is to provide support for the well-being of the community. Our approach is a holistic one which improves the lives of low income families through quality services in the Chicago inner city and its south suburbs.

#### **Values**

AOGRC Centers exercises the highest ethical standard and professionalism in the daily behavior of our staff. This is displayed through honesty, integrity, ethical and legal behavior from every staff member in all interactions with each other, clients, the community and the general public. Accordingly, this policy is established to provide guidance regarding conduct and practices.

## **CODE OF ETHICS**

### **Policy**

It is the policy of AOGRC to provide our Code of Ethics and Business Conduct, which will serve as a guide to proper business conduct and corporate citizenship for all employees and internal stakeholders. We expect to observe the highest standards of ethics and integrity in their conduct. This means following a basic code of ethical behavior that includes the following.

### **Business Practices**

- Employees must have knowledge of the legal status of persons served.
- Employees shall, when applicable, provide information to persons served regarding resources related to legal status and help link persons served to these resources.
- Employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, visitors, volunteers, and other stakeholders.
- Employees must present and maintain a professional decorum with contract agents, their employees, or other associated or third party relations.
- Employees must be honest and forthright in their communication, and communication about, any relationship, including dating, with any persons served; AOGRC personnel; personnel of a funder, collaborative partner, or provider; or other business associate working directly or indirectly with AOGRC.
- Employees shall adhere to AOGRC's accessibility policy in the areas of, but not limited to, architecture, environment, attitudes, finances, employment, communication, and transportation.
- Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- Employees shall not engage in contracts or agreements with outside organizations/ agencies on behalf of AOGRC.
- All material received from conferences is the property of AOGRC and shall be stamped as AOGRC property, and turned in upon termination from AOGRC.
- Employees shall behave in a trustworthy manner with those whom they serve.
- Employees shall consult with their immediate supervisor and refer to the agency's policy when responding to subpoenas or other legal requests for agency and/or client records.
- Employees shall not engage in activities that fall into the category of fraud, waste, abuse, fiscal mismanagement, and/or misrepresentation of organizational funds or the funds of persons served.
- Employees shall not act as a witness to documents such as Power of Attorney, guardianship, advance directives, and/or agency contracts without the expressed written approval of the Executive Officer.
- Employees shall not intentionally or unintentionally mismanage the resources of the organization or other stakeholders or persons served.

### **Marketing Practices**

- Employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, peer supports, visitors, volunteers, and other stakeholders.
- Employees shall give preference to the mission of the organization over any personal, business, or marketing interest.
- Employees should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, business interest, or sexuality.
- Employees shall adhere to AOGRC's accessibility policy in the areas of, but not limited to, architecture, environment, attitudes, finances, employment, communication, and transportation.
- Employees shall not use AOGRC's business practices, marketing strategies, or service delivery protocols for personal or professional gains outside of their specific employee role within AOGRC.

- Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- Employees shall not use any printed, audio, or visual aid materials belonging to AOGRC for their personal or professional gain or benefit.
- Any misrepresentation of AOGRC's mission, purpose, goals and objectives is prohibited.
- Employees may not represent or act as a spokesperson for AOGRC unless previously authorized by the Executive Officer or Board of Directors.
- Employees shall not intentionally or unintentionally mismanage the resources of the organization or other stakeholders or persons served.

### **Contractual Relationships**

The agency may contract with an individual or firm to perform specific tasks at an hourly rate or project cost. Individuals under contract are not considered employees of the agency, and proper credentials and proof of insurance, as appropriate, are required. The agency may request verification of licensure, certification or accreditation, and/or insurance coverage. Contractual agreements must be approved and signed by the Executive Officer.

The relationship of a contractor to AOGRC is that of an independent contractor and no benefits, whether fringe benefits or other types of benefits, will be provided as a result of the contractual agreement.

Employees of AOGRC who may work with an independent contractor are encouraged to report any suspected abuse, neglect, waste, or wrongdoing by the independent contractor to their supervisor, another Manager, and/or the Corporate Compliance Officer.

See section of this manual entitled "Written Procedures for Investigating and Acting on Violations of the Code of Ethics".

### **Conflict of Interest**

- Employees shall be alert to, and avoid, conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
- Employees shall not engage in fundraising activities that are not sanctioned and approved by the EO as permissible fundraising activities. Examples of fundraising activities that would not be under the domain of the organization may include: the selling of cookies, candy, tickets, or other items that are personal initiatives of an employee and/or his or her family member.
- Employees should inform persons served when a real, or potential, conflict of interest arises, and take reasonable steps to resolve the issue in a manner that makes the persons' served interest primary and protects the persons' served interest to the greatest extent possible.
- Employees should not directly or indirectly engage in any employment activity or enterprise which is inconsistent, incompatible, or in conflict with his/her duties as a AOGRC employee, or with the duties, functions and responsibilities of the program in which he/she is employed. The policy is not meant to restrict or infringe upon the activities of the employee or his/her family, but is intended to protect the agency from instances where the achievement of its goals is impeded by the intentional or unintentional acts of its employees.

The following are considered to be incompatible types of activities:

1. Any unauthorized employment, activity, or enterprise involving the use for private gain or advantage, the agency's time, facilities, equipment, supplies, clients, other employees, mediated materials in which the agency has proprietary interest, or the prestige of the agency or the influence of the office or position held

by the employees. The examples indicated are forms of conflict of interests but are not meant to be an exhaustive list:

- The directed referral (i.e., “steering”) of agency applicants, clients, and their families to any private practices in which employees or agency consultants may be engaged.
- The conducting of a private practice or some other enterprise on agency facilities, utilizing agency materials, supplies, equipment, personnel, or clients.
- The use for personal gain or advantage by employees or agency consultants of agency computer software curriculums, audio-visuals, graphics, or any other kind of written materials such as instructional methods, treatment methods, research instruments which have been developed by the agency, or employees or consultants, either during working hours or with agency facilities, equipment, materials, personnel, clients and client families.
- This policy is not meant to and does not preclude outside employment or activities which are, in effect, “joint ventures” between the employee and another agency. Outside employment and “joint ventures” must be reviewed by the Executive Officer to determine that a conflict of interest does not exist.

2. The receipt by the employee of any money, exchange of gifts, gratuities, or other consideration from anyone other than AOGRC for the performance of any act which he/she would be required or expected to render in the regular course of his/her duties as a AOGRC employee.

3. Activity that involves so much of the employee’s time that it impairs his/her attendance, effectiveness, or efficiency in the performance of his/her duties. This does not prohibit the employee from holding other employment that has been discussed by the Executive Officer, so long as those hours do not overlap or coincide with his/her required time as set forth by the agency and so long as his/her work performance is not affected by the outside employment. If he/she wishes to work on a second job or equivalent, such as a private or consulting practice, he/she must give details of this to his/her supervisor and work out any conflicts through the Executive Officer before accepting such employment or engaging in the enterprise.

4. Full-time employment at another agency or organization that is in direct conflict with full-time employment at AOGRC and is not permitted.

### **Use of Social Media**

The Executive Officer (EO) is the individual authorized to communicate with the media, unless otherwise authorized by the EO in writing. All press releases and other communications with the media must be approved by the EO prior to dissemination. The posting of information regarding the organization on the organization’s website, Facebook, Twitter, blogs, etc. must be approved by the EO or designee.

Employees shall not post information regarding persons served on the organization’s website or any social media outlet, e.g. Facebook, Twitter, blogs, etc. Social media is not a confidential form of communication.

AOGRC is committed by policy, practice, and legal requirements to maintain and guard the confidentiality of all persons served. Therefore, it is the policy of AOGRC that no employee may communicate or befriend a client of AOGRC utilizing social media. This is applicable for present clients or former clients. Any violation of the established protocol will prompt a Corporate Compliance investigation. If you discover that you were unknowingly or unintentionally communicating with a AOGRC client, either present or past, please submit an Incident Report to the Compliance Officer.

## **Service Delivery**

- Employees shall ensure that the organization’s person-centered planning philosophy and the “people first” concept is evident in the service delivery process.
- Employees must ensure that all barriers to accessibility are assessed, addressed, and removed.
- Employees must have knowledge of the legal status of persons served.
- Employees shall, when applicable, provide information to persons served regarding resources related to legal status and help link persons served to these resources.
- Employees shall be alert to, and avoid, conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
- Employees should inform persons served when a real, or potential, conflict of interest arises, and take reasonable steps to resolve the issue in a manner that makes the persons’ served interest primary and protects the persons’ served interest to the greatest extent possible.
- Employees are prohibited from accepting money, exchanging gifts, gratuities, or other consideration from anyone other than AOGRC for the performance of any act which he/she would be required or expected to render in the regular course of his/her duties as a AOGRC employee.
- Employees shall not engage in fundraising activities that are not sanctioned and approved by the CEO as permissible fundraising activities. Examples of fundraising activities that would not be under the domain of the organization may include: the selling of cookies, candy, tickets, or other items that are personal initiatives of an employee and/or his or her family member.
- Employees, as may be appropriate in their role, shall respect and safeguard the personal property of persons served, visitors, and all property of the organization.
- Employees shall not act as a witness to documents such as Power of Attorney, guardianship, advance directives, and/or agency contracts without the expressed written approval of the Executive Officer.
- Employees’ primary goals are to help people in need, address social problems, and support the wellbeing of persons served.

## **Professional Responsibilities**

- Employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, visitors, volunteers, and other stakeholders.
- Employees shall behave in a trustworthy manner with all stakeholders, including but not limited to, persons served, supervisors, co-workers, volunteers, visitors, and funders.
- Employees are prohibited from engaging in verbal/sexual harassment, physical abuse or neglect of persons served or persons within the person’s served care system, including person’s served family or friends.
- Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- Employees shall not falsify agency records, persons’ served records, and/or other documents associated with their employment with AOGRC.
- Employees shall adhere to AOGRC’s accessibility policy in the areas of, but not limited to, architecture, environment, attitudes, finances, employment, communication, and transportation.
- Employees shall not divulge confidential material or information to unauthorized persons.
- Employees shall protect the confidentiality of persons’ served written, verbal and electronic records and other sensitive information.
- Employees shall ensure that persons’ served records are stored in a secure location, and that persons’ served records are not available to others who are not authorized to have access.
- Employees must be courteous, respectful, and truthful to supervisors, visitors, volunteers, co-workers, persons served, referring workers/agencies, and any and all other persons associated directly, or indirectly with AOGRC.

- Employees shall provide services to persons served only in the context of a professional relationship based upon valid and informed consent.
- Employees shall not post any information regarding persons served on any social media outlet, e.g. Facebook, Twitter, blogs, etc.
- Employees shall not provide services to individuals with whom they have a personal, intimate, including dating, prior or current sexual relationship.
- Employees should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocation, illness, disability, or death.
- Employees shall adopt the concept of extended families, kinship care and fictive kin.
- Employees shall accept the responsibility to advocate for persons served and protect the community in which our persons serve live against unethical and hypocritical practices by individuals or organizations engaged in social welfare activities.
- Employees shall not intentionally or unintentionally mismanage the resources of the organization or other stakeholders.
- Employees shall not engage in personal fundraising with persons served or solicit funds from persons served on behalf of a personal cause such as: selling cookies for a daughter in girl scouts; selling candy or wrapping paper for a child's school; having persons served selling items on behalf of the organization; and allowing persons served to raise funds by appeals to personnel or other persons served.
- Employees, as may be appropriate in their role, shall respect and safeguard the personal property of persons served, visitors, and personnel, and all property owned by the organization.
- Employees shall not use the organization's property for personal use. (See Personnel Policies and Procedures Manual for greater detail under "Use of Agency Property").

## **Human Resources**

AOGRC maintains an at-will employment status. This section in the Code of Ethics under "Human Resources" is not intended to define the organization's comprehensive "Personnel Policies and Procedures" manual. Please refer to the organization's "Personnel Policies and Procedures" manual for more detailed information regarding human resources issues.

- Degree professional employees must practice within the legal constraints of their state license(s) and adhere to the ethics codes of their profession.
- Employees shall act in a manner that promotes and preserves the professional social work values and the practice standards of clinical social work.
- Employees shall make clear their role when speaking or acting as a private individual rather than as a professional or as a representative of a professional organization.
- When more than one employee is involved in the care of a person served, employees seek to coordinate treatment. They are obligated to address any collaborative issues that are not in the best interest of the person served.

### *A. Personal Behavior*

- Employees shall behave in a manner that demonstrates dignity and respect to persons served, staff members, visitors, volunteers, and other stakeholders.
- Employees shall be honest and truthful in their documentation, reporting, communicating with their supervisor, coworker, or other management staff within the organization.
- Employees shall use language that is respectful and professional when communicating with persons served, employees, volunteers, and other stakeholders.
- Employees shall adhere to AOGRC's accessibility policy in the areas of, but not limited to, architecture, environment, attitudes, finances, employment, communication, and transportation.
- Sleeping on the job is prohibited.

- The use of any controlled substances while on the job, coming to the job, or while doing any related work activities, is strictly prohibited.
- Engaging in the sale, transfer, or use of alcohol, tobacco, or other drugs, or the abuse of over-the-counter medication, while on duty or on AOGRC's premises, or in any associated activity related directly or indirectly to AOGRC is strictly prohibited.
- Employees must maintain an acceptable self-appearance. Dress should be in accordance with the job and the dictates of the occasion.
- Employees are prohibited from engaging in verbal/sexual harassment, physical abuse or neglect of persons served or persons within the person's served care system, including person's served family or friends.
- Employees shall not use nor abuse the personal property of the agency, including telephones, computers, cell phones, copier machines, or any other equipment or property of AOGRC for non AOGRC-related activities.
- Employees are expected to perform his/her tasks on time, especially those that are a part of his/her job description.
- Employees shall not intentionally or unintentionally mismanage the resources of the organization or other stakeholders.

#### *B. Mandated Reporter's Requirements*

AOGRC's Code of Ethics requires a strict adherence to the Illinois Abused and Neglected Child Reporting Act as it relates to the reporting of child abuse and neglect. The Abused and Neglected Child Reporting Act (ANCRA) requires Mandated reporters to report suspected child abuse or neglect immediately when they have "reasonable cause to believe" that a child known to them in their professional or official capacity may be an abused or neglected child". (325 ILCS 5/4) Reports are made done by calling the DCFS Hotline at 1-800-252-2873 or 1-800-25ABUSE.

The report must be made directly to DHS. There are civil and criminal penalties for a mandated reporter's failure to make a report. Likewise, there is civil and criminal immunity for someone making a report in good faith.

A list of mandated reporters is as follows:

A physician, dentist, physician's assistant, registered dental hygienist, medical examiner, nurse, person licensed to provide emergency medical care, audiologist, psychologist, marriage and family therapist, licensed professional counselor, social worker, licensed master's social worker, licensed bachelor's social worker, registered social service technician, social service technician, school administrator, school counselor, or teacher, law enforcement officer, member of the clergy, regulated child care provider, or persons employed in a professional capacity in any office of the Friend of the Court.

The Child Protection Law requires mandated reporters to make an immediate verbal report to DHS upon suspecting child abuse and neglect, followed by a written report within 72 hours. Reporting the suspected allegations of child abuse and/or neglect to the agency administrator does not fulfill the mandated reporting requirement to report directly to DHS. Again, the mandated reporter shall, within 72 hours of the oral report, file a written report.

Mandated reporters cannot be dismissed or otherwise penalized for making a report required by the Child Protection Law or for cooperating in an investigation.

Strict confidentiality laws at both the state and federal level govern Child Protective Services investigations.

## **Organizational Fundraising Fundraising Policy**

AOGRC adheres to the Code of Ethics in addition to the guidelines below. AOGRC abides by the Generally Accepted Accounting Principles (GAAP) when accounting for all funds including those obtained through philanthropic means.

Any individual requesting funds on behalf of AOGRC will do so in a respectful manner that does not impose any pressure or discomfort on the person or entity being solicited. If the request is made in writing the individual must gain approval from the Executive Officer to confirm that the message and means are an appropriate method of soliciting that individual or group. If the solicitor chooses to communicate via phone or in person that meeting and the content of the conversation to be had should be approved by the individual's supervisor.

If the individual being asked declines the opportunity to give, the solicitor should respect the decision while also thanking them for their support and continued interest in AOGRC's mission.

Any gift received by AOGRC will be accounted for in the Unrestricted Revenue Fund unless otherwise stated by the donor in writing. In the case that a donor chooses to place restrictions on their contribution or given to a specific program, those designations will be honored and the finance department will be notified. If AOGRC is unable to accommodate the donor's request a representative will contact the donor to discuss alternative designations for the contribution.

AOGRC will make every effort to maintain the wishes of any donor indicating that they chose to give their gift anonymously. As a 501 (c)(3) all donations to AOGRC are tax deductible to the donor in the fullest extent of the law. Written tax receipts shall be issued for all donations in a timely fashion. However, donors are encouraged to review their donations and deductions with a tax consultant or financial advisor.

## **Donor Confidentiality Policy**

In recognition of its obligation to respect and protect the privacy of its donors, AOGRC pledges to handle information about donations with respect and confidentiality. Donors will be informed of AOGRC's mission and the way we intend to use contributed resources. Contributions to AOGRC will be used for the purposes for which they are given.

## **Acknowledging Donations**

We strive to acknowledge every contribution with a letter signed by the Executive Officer within 48 hours of receipt. Individuals donating \$100-\$249 will receive an electronic acknowledgement from the intended Program Director. Paper copies of the acknowledgment letters for gifts over \$250 will be stored for up to seven (7) years and an electronic version of all other gifts will be kept on network storage for up to seven years as well.

## **Compliance**

Compliance with these principles is an essential element in our business success. Day-to-day responsibility is delegated to all management members who are responsible for implementing these principles, if necessary through more detailed guidance. Assurance of compliance is monitored and reported each year. Compliance with the code is subject to review by the board and subject to audit review. Employees are expected to bring to managements' attention, any breach or suspected breach of these principles. Provision has been made for employees to be able to report in confidence.

From time to time, employees will likely have questions as to how this Code of Ethics and Business Conduct applies in particular situations. We expect all employees with such questions to discuss the exact circumstances with our Human Resources Director, or the Compliance Officer.

### **Prohibition of Waste, Fraud, Abuse, and other Wrongdoing**

It is the policy of Angel of God Resource Center, Inc. (AOGRC) that employees, volunteers, or other stakeholders may not participate in fraud, abuse, waste of resources or other wrongdoing, whether illegal or unethical. Ethical violations and legal/unethical wrongdoing shall be reported. Employees are encouraged to report any suspicion or evidence in the aforementioned areas to their immediate supervisor, Human Resources Director, or Compliance Officer. AOGRC shall uphold a “no reprisal” approach for employees and volunteers in reporting suspected incidents of waste, fraud, abuse, and other questionable activities and practices, and/or violations of ethical codes.

### **Written Procedures to Deal with Allegations of Violations of Ethical Codes**

AOGRC’s Corporate Compliance Committee is comprised minimally of the Corporate Compliance Officer, Chief Financial Officer, and the Human Resources Manager. The committee is chaired by the Corporate Compliance Officer. This committee will receive all Incident Reports containing violations of the Code of Ethics. The committee will receive the report, conduct the investigation, record the investigation, and provide feedback and follow up, as may be appropriate.

AOGRC shall uphold a “no reprisal” approach for employees and volunteers in reporting suspected incidents of questionable activities and practices within the organization.

A “no reprisal” approach simply means that employees shall not be subject to any retaliation, penalties, discrimination, confrontation, or any other type of consequences for making a report.

#### *A. Reporting*

Any staff member may report a violation of the Code of Ethics verbally to the Corporate Compliance Officer. However, an Incident Report must be completed and submitted to staff’s supervisor, the Corporate Compliance Officer, and the Chief Executive Officer. Staff are encouraged to report the incident within 10 working days. Reports will still be accepted if they are submitted more than 10 working days after the occurrence. The Corporate Compliance Committee will issue a bi-annual report to personnel and the Board of Directors on the number and types of Corporate Compliance violations.

#### *B. Investigation*

The Corporate Compliance Committee, which consists of the Corporate Compliance Officer, Chief Financial Officer, and Human Resources Manager, will investigate the report within five (5) business days of receiving the report, and complete the investigation with a final report completed within 15 days. The CEO will facilitate and approve the recommendations of the committee, which may include training, supervision, and/or disciplinary action.

#### *C. Acting on Violation*

If there is sufficient evidence, as determined by the investigation, a report and recommendation will be submitted to the EO by the Corporate Compliance Committee. The EO will facilitate and approve the recommendations of the committee, which may include, but not limited to: a number of corrective action strategies, including training, supervision, and/or disciplinary action.

#### *D. Documenting the Investigation*

The Compliance Committee will maintain a log of all Code of Ethics investigations and report same to the EO on a bi-annual basis. In addition to maintaining a log, the committee will use the following process:

- Create a separate file for the investigation.
- The investigation file should include:
  - The complaint
  - The Report of Investigation

The Compliance Officer will report to the Board on a bi-annual basis an analysis on Code of Ethics violations and/or trends and patterns.

#### Monitoring

The Corporate Compliance Committee shall ensure that the Code of Ethics is clearly communicated to staff on an ongoing basis. The methods of communication will be as follows:

- Each new hire, whether full-time, part-time, or contractual, will receive a copy of the Code of Ethics on their first day of employment.
- Each new hire will sign off acknowledging receipt and understanding of AOGRC's Code of Ethics.
- The Code of Ethics will be shared with staff at the agency new staff orientation training.
- The Compliance Officer will monitor trends, patterns, and code violations and recommend to the EO additional training or supervision strategies to reinforce compliance with the Code of Ethics.

#### **Education on Ethical Codes of Conduct for Personnel and Other Stakeholders**

AOGRC continues to support training and education for staff to remain in compliance and current in their respective field in order to demonstrate strategies and interventions that are based on accepted practices and current research, evidence-based practice, peer-reviewed scientific and health-related publications, clinical practice guidelines, and/or expert professional consensus.

Leadership supports and sponsors online access to learning opportunities and reference materials through webinars for staff and stakeholders/collaborative partners; agency subscribes to magazine and subscriptions related to relevant fields; agency collaborates with other organizations/schools for in-service workshops and community meetings; and agency supports time off and financial assistance for staff to attend conferences.

The Compliance Officer remains current on policies and practices in the field via online training documents and printed publications/books.

#### **Advocacy Efforts**

AOGRC continues to advocate for persons served, personnel, and other community stakeholders.

AOGRC's advocacy efforts include conducting and participating in public education or activities that promote the elimination of discrimination and stigma for the persons served. AOGRC incorporates the use of "people first" language in its publications, operations, and activities.

AOGRC personnel participate in a variety of public education efforts, community boards and committees, newspaper articles, and radio and television presentations.

AOGRC's advocacy efforts also include providing oral testimony, and developing and submitting position statements that support the needs of persons served and/or the needs for policy revisions at the local, state, and federal levels. AOGRC works in collaboration with other organizations to coordinate our advocacy efforts on behalf of not only persons served, but AOGRC's general geographic service area as well.

AOGRC will continue to demonstrate a commitment and value for advocacy services on behalf of persons served through a number of venues, including the recipient rights process, corporate responsibility strategies, and as a part of ongoing service delivery.

The continuum of advocacy services will include from time to time, based upon the changing needs of persons served and the community, the following:

- Linking persons served to local advocacy groups, agencies, and organizations
- Personal Advocacy: One-on-one advocacy to secure the rights of the persons served.
- Systems Advocacy: Seeking to change a policy or practice that affects the person served.
- Legislative Advocacy as permitted by law: Seeking legislative enactments that would enhance the rights of and/or opportunities for the person served.
- Legal Advocacy: Using the judicial and quasi-judicial systems to protect the rights of the person served.
- Self-Advocacy: Enabling the person served to advocate on his/her own behalf.

### **Corporate Citizenship**

AOGRC encourages corporate responsibility at all levels of the organization. Corporate responsibility demonstrates what an organization stands for including its ethical, social, and environmental values. It involves creating, communicating, and balancing value for all stakeholders. Corporate responsibility assists in: advocating for the persons served; promoting ethical business practices; developing efficiency as an organization; and considering the impact of organizational activities on persons served, personnel, other stakeholders, and the environment.

The participation of staff in corporate responsibility activities requires communicating with the EO and receiving approval from the EO for corporate responsibility activities that must be conducted during the course of the regular work day. AOGRC provides reasonable accommodations to promote equal opportunities for participation throughout all levels of the organization.

AOGRC has expanded its corporate responsibility statement, as more of its staff are volunteering to support the needs and activities of persons served during after-work hours. Also, more of AOGRC's leadership is serving on community Boards, Commissions, Ad-Hoc Committees, and Task Force Groups at the federal, state and local levels. AOGRC supports the involvement of staff in corporate responsibility activities as a way to not only advance the mission, philosophy, values and goals of the organization, but to advocate for the needs, wants, and desires of persons served and the community.

AOGRC's corporate responsibility is also evident through our funding of and consultation with grass-roots or community-based organizations, and governmental, public and private organizations. AOGRC provides training, consultation, and/or mentoring to organizations who may experience challenges in aspiring to excellence in their business practices and/or services to persons served.

## Code of Ethics and Business Conduct & Corporate Compliance Plan

### Acknowledgement Form

The Code of Ethics and Business Conduct (referred to as the “Code”) are intended to give an employee an overview of our corporate compliance expectations and procedural information.

**Statement:**

**I understand that it is my responsibility to read and comply with the Code.**

I acknowledge that I have been provided a copy of the Code of Ethics and that it is also available on the Angel of God Resource Center (AOGRC) website, [www.angelofgodresourcecenter.org](http://www.angelofgodresourcecenter.org) (under “Code of Ethics”, click Code of Ethics and Business Conduct; located on the right-hand side).

I understand that AOGRC reserves the right to unilaterally modify, amend, or eliminate content within the Code at any time, with or without notice to me.

By signing this statement, I acknowledge that I have been informed about how to access a copy of the Code and have a responsibility to read, although I may not necessarily agree with, all statements contained in the document and this acknowledgement statement.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Note: This statement is to be signed and placed in the employee’s Personnel file.