

CODE OF ETHICS & CONDUCT

Adopted: February 2026

1. Personal & Professional Integrity

All directors, officers, advisors, and volunteers of the Organization shall act with honesty, integrity, and openness in all their dealings as representatives of Senior Care Outreach. We promote a working environment that values respect, fairness, and integrity.

2. Mission & Stewardship

- **Mission First:** Every decision made by the Board shall be measured against our mission: helping seniors age safely at home.
- **Financial Stewardship:** We are committed to prudent fiscal management. We ensure that at least 50% of our budget is spent directly on the "basic needs" of our beneficiaries as required to maintain our Arizona Qualified Charitable Organization (QCO) status and our donors' trust.
- **Accuracy of Records:** All financial and programmatic records must be accurate, timely, and complete. We do not tolerate "ghosting" hours or inflating service costs.

3. Governance & Independence

- **Duty of Loyalty:** Board members must act in the interest of the Organization, putting the needs of our seniors above personal or business gain.
- **Managing Conflicts:** We recognize that the relationship between the Founder and the primary service provider requires radical transparency. We strictly adhere to our **Conflict of Interest Policy**, ensuring that "interested parties" never vote on contracts that benefit them.
- **Board Diversity:** We strive to maintain a board that reflects the diversity of the community we serve and includes independent members with no financial ties to the Organization.

4. Respect for Beneficiaries

- **Dignity & Autonomy:** We treat every senior with the utmost respect. We honor their right to stay in their home and provide services that empower their independence.
- **Confidentiality:** We protect the sensitive health and financial data of our seniors. In 2026, this includes a commitment to **Cybersecurity Best Practices** to prevent data breaches of vulnerable residents.
- **Non-Discrimination:** We provide aid regardless of race, religion, gender, or sexual orientation.

5. Fundraising & Donor Trust

- **Truthfulness:** Our marketing (including our Givebutter and Google Ad campaigns) shall be truthful and never misleading.
- **Donor Privacy:** We do not sell or trade donor lists. We honor "anonymous" requests immediately.
- **Tax Credit Compliance:** We ensure all donors receive accurate documentation (QCO Code and Form 321 info) in a timely manner.

6. Whistleblower Protection

Senior Care Outreach encourages a culture of "speaking up." No director, volunteer, or partner (including caregivers from Silver Services, LLC) who in good faith reports a violation of this Code shall suffer harassment, retaliation, or adverse consequences.