



Adventist Community Services

Code of Conduct and Ethics

1. ***Caring in the Spirit of Christ.*** Adventist Community Services (ACS) volunteers are committed to care for persons in need in the spirit of Christ who came not to be ministered to, but to care for others. In support of the mission of ACS to “serve communities in Christ’s name”, ACS volunteers will represent Jesus Christ in all they do.
2. ***Prepared for Competent Service.*** ACS volunteers are committed to obtaining appropriate training and certification, as applicable, for the work they undertake. They will never misrepresent their qualifications and will work within the limits of their training and expertise. When needed, clients will be referred to competent specialists for further services or care.
3. ***Organizational Respect.*** ACS volunteers understand that they are accountable within a system where there is oversight, supervision, and a chain of command. They are ready to mentor and support colleagues as appropriate. They observe the rules and protocols of ACS and others with whom they collaborate.
4. ***Privilege of Serving Others.*** ACS volunteers remember that it is a privilege and honor to serve in a ministry of care for persons in need. They do not serve for financial reward or any other personal gain. They never intimidate, abuse, harass, or take advantage of colleagues or those they assist. They never make demands or ask for special favors when providing care and services.
5. ***Confidentiality.*** ACS volunteers hold in confidence personal information shared with them. When appropriate they will transmit only necessary information with the permission of the client in accordance with ACS policies. Legally required reporting will also be done in confidence and with discretion.
6. ***Respect for All Individuals.*** ACS volunteers will not take advantage of individuals or impose their faith and values upon them, especially while they are vulnerable. Care will never be conditioned upon another person’s religion or their response to faith issues. All individuals will be treated with respect and served without discrimination of any kind.

7. ***Collaboration with Others.*** ACS volunteers will collaborate and cooperate with other faith based, nonprofit, governmental, public and private entities when needed in order to serve the needs of the broader community.

8. ***Stewardship and Accountability.*** ACS volunteers will be good stewards of ACS funds and goods. They will ensure that all donations, financial or in-kind, are used expressly for the purpose intended by the donor. Records will be kept to document the source and recipients of ACS resources. ACS volunteers will refrain from any activity which is inappropriate, unethical, or illegal.

9. ***Self Care.*** ACS volunteers recognize they must care for themselves before they can effectively care for others. They will abide by the safety and security protocols of ACS or any other agency that may have jurisdiction.

10. ***Attitude of Joyful and Solemn Responsibility.*** ACS volunteers joyfully accept their calling, while maintaining an attitude of solemn responsibility. They remember that they are asked to care for people during trying times, to serve in the spirit of Christ, and to act to benefit the entire community.

Approved by ACS Board
December 15, 2010