



Code of Ethics/Standards of Conduct For Staff, Board Members, and Volunteers

Mission

To advocate, seek equality, and promote self-determination through empowerment for those who seek our assistance; and to enhance the awareness and understanding of Deaf Culture and the unique communication needs of Deaf and hard of hearing Individuals.

Code of Ethics

Given its mission, Deaf and Hard of Hearing Service Center ("DHHSC") has adopted a code of ethics/standards of conduct (hereafter referred to as the "Code") to guide its staff and board members in their conduct when acting on behalf of DHHSC. The Code contains broad principles reflecting the types of behavior DHHSC expects from employees, volunteers, interns, board members and the public.

This policy may not answer every ethical question or issue that might arise. Rather, it is one element of a broader effort to create and maintain a quality organization that gives ethical conduct the highest priority. This Code will be reviewed periodically.

Board members, staff, and volunteers should:

1. Listen to our community members and make all reasonable efforts to satisfy their needs and concerns within the scope of our mission, and to strive for excellence and innovation and demonstrate professional respect and responsiveness to community members and others.
2. Make an effort to understand, respect and support our community members from other cultures, exemplified by the contributions of our staff and executive leadership, and to contribute to an organizational culture that respects the diverse, individual contributions of staff and leadership.
3. Respect the confidentiality of sensitive information about DHHSC, its employees, volunteers, board, vendors and customers.
4. Comply with applicable federal, state, and local laws, regulations, FWA (Fraud, Waste, and Abuse) and HIPAA (Health Insurance Portability and Accountability Act) requirements, and fiduciary responsibilities in an effort to create transparency in all of our operations, and abide by the policy of full and fair disclosure.
5. For the board of directors, provide credible and effective oversight to the organization's work without personal bias.
6. Not accept commissions, gifts, payments, loans, promises of future benefits or other items of value from anyone who has or may seek some benefit from DHHSC in return, other than occasional gifts of nominal value that are in keeping with good business ethics.
7. Abide by the governing documents and policies of DHHSC.
8. Maintain accountability for adhering to this Code of Ethics.

9. Conduct fundraising activities in an ethical and transparent manner, with suitable oversight by the board of directors, and following all applicable federal, state, and local laws, rules, and regulations that pertain to fundraising activity.
10. Promote ethical and fair management practices.
11. Act at all times in accordance with the highest ethical standards and in the best interest of DHHSC, its board, employees, clients, customers and reputation.
12. Conduct all publicity-related activities in a fair, honest, and ethical manner, while avoiding any libelous or slanderous activity, and respecting the privacy of any individuals who might be affected by the publicity activity in question.
13. Honor our commitments and promises to the best of our abilities.
14. Appropriately acknowledge contributions from other individuals and organizations who help facilitate our goals.
15. Avoid any act or appearance of deception in our fundraising activities.
16. Avoid conflicts of interest, such as Board members being family of staff or any Board members or staff having a vested interest in a competing business or organization. Any potential conflicts of interest will be reported to both the Executive Director and the Board of Directors.

Any suspected FWA, compliance concerns, suspected or actual violations will be reported to both the DHHSC management and Board of Directors for review. Appropriate action to remedy any noncompliance and/or violations will be done within five business days.

I, the undersigned, agree to abide by this Code of Ethics.

Print Name

Date

Signature

Please circle one:
Staff/Board Member/Volunteer

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