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The Salvation Army holds an enviable position of confidence, respect, and trust ascribed to us by the communities in which we serve and by many of the persons who participate in our holistic ministries. All programs provided by The Salvation Army encompass our movement's mission "to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination." In keeping with this mission, all personnel of The Salvation Army who have responsibility for the provision of social services (officers, employees, students, and volunteers) are to adhere by this Code of Ethics:

#### A. RESPONSIBILITY TO PROGRAM PARTICIPANTS

*Salvation Army personnel will . . .*

1. Reflect in their practice the high value of every individual conferred by their Creator-God. They will reflect in their practice that The Salvation Army exists for those it meets in ministry and seeks to influence the world toward the betterment of humankind.
2. Acknowledge their primary responsibility to promote the well-being of program participants and their commitment to develop individual capacity for attaining their highest potential and building a thriving life.
3. Provide services for which they are appropriately educated and trained, licensed, or certified.
4. Respect the human dignity, civil and legal rights, right to self-determination, and right to informed consent of program participants.
5. Strive to understand culture and how this impacts human behavior and society, being sensitive to diversity and differences in people. They will recognize cultural implications in program development and implementation. They will commit to building understanding of diverse and oppressed persons and practice self-reflection of own biases.
6. Comply with all laws relating to the reporting of suspected or observed abuse of a child or vulnerable adult, criminal activity, or a threat of harm to program participant or others. Personnel will adhere to the National Minutes/Policies entitled "Protection of Children from Sexual Abuse in Salvation Army Programs" and "Minimum Standards for Child & Vulnerable Adult Protection Policies At the Territorial Level".
7. Employ the use of factual and respectful language and avoid any action that could be interpreted as harassment.
8. Recognize the inseparable spiritual component within all participants and acknowledge diverse religious and spiritual practices of participants. Program participants are informed about available Salvation Army religious services-activities, and as available and appropriate are invited in a non-judgmental inclusive manner, but not require their participation. Where religious participation is a program requirement there will be informed consent at the time of admission to the program.
9. Not discriminate against any program participant on any basis not related to legitimate program requirements.
10. Respect program participants' right to privacy and adhere to the National Minute/Policy entitled "Confidentiality and the Protection of Personal Privacy".
11. Avoid any conflict of interest which hinders the provision of service, exploits program participants, or compromises The Salvation Army in any way. Personnel may not engage in any business relationship with program participants, or their families nor accept or exchange any substantive favor, gift or service with them.
12. Adhere strictly to established policies and standards regarding relationships and interactions with program participants and their families. Assigning preferential treatment for accessing resources and services is strictly prohibited.
13. Make referrals appropriate to program participants' needs, advocating for the individual as appropriate.

14. Recognize the importance of delivering services in a positive and affirming manner and commit to building a positive helping relationship at the center of the service transaction.
15. Utilize virtual, digital, electronic and technology tools that support participant engagement. Records will adhere to National and Territorial guidelines established to protect client confidentiality and access to records, and technology use agreements will be implemented. Technology tools are used to primarily support participant outcomes and are not to become a barrier to accessing essential services provided by the program.

#### B. RESPONSIBILITY TO COLLEAGUES

*Salvation Army personnel will . . .*

1. Respect all colleagues, whether supervisory, subordinate, or peer and strive to develop a workplace environment that supports The Salvation Army mission and each other and contributes to productive and harmonious teamwork. Recognizing The Salvation Army's unique sphere of influence, personnel will respect all persons that interact with the program or community it serves.
2. Seek the advice, counsel, and support of colleagues and supervisors, as appropriate.
3. Ensure that supervisory responsibilities are assigned to and accepted by only those with requisite education, skills, or training.
4. Accept supervisory responsibilities only when possessing or actively seeking the necessary education, skills, or training and offer responsibilities only to those who possess or are actively seeking the necessary education, skills, or training.
5. Adhere strictly to established policies and standards regarding relationships and interactions with colleagues, especially those under their supervision.
6. Collaborate, communicate, and cooperate with other Salvation Army departments and external partners to secure additional resources and services that best meet the needs of program participants.
7. Discourage, confront and report unethical behavior as guided by Territorial policies and procedures.

#### C. RESPONSIBILITY TO SOCIETY

*Salvation Army personnel will . . .*

1. Promote The Salvation Army's commitment to social-spiritual transformation and to the development of individual capacity to participate as a contributor to the community.
2. Promote social justice and the general well-being of the community and advocate for policies and culturally responsive programs that ensure all persons have access to basic human needs.
3. Assist in providing essential services to the community in times of public emergencies.
4. Use funds for the purposes stated. Reported program statistics, outcomes and impact will be supported by accurate program data.
5. Ensure that The Salvation Army provides a welcoming, safe, and respectful refuge for participants of its community and social service programs.

#### D. RESPONSIBILITY AS SALVATION ARMY REPRESENTATIVES

*Salvation Army personnel will . . .*

1. Maintain professional competence through regular continuing education, training, and supervisory feedback.
2. Commit to self-care practices which support positive personal physical, spiritual, emotional, and psychological health, as well as familial/community relationships.

3. Establish and maintain relationships with program participants, colleagues, supervisors, and the community which are constructive, promote mutual respect and improve the quality of service.
4. Advocate and engage in practices that contribute to the advancement and strengthening of the organization's mission.
5. Make clear distinctions between public statements and actions as a representative of The Salvation Army from those made as a private individual. All statements made on behalf of The Salvation Army must accurately represent the official, authorized, and approved position of The Salvation Army.
6. Conduct themselves in a manner that reflects positively on The Salvation Army.

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Related National Minutes:

- 1) Confidentiality and the Protection of Personal Privacy
- 2) Minimum Standards for Child & Vulnerable Adult Protection Policies At the Territorial Level
- 3) Protection of Children from Sexual Abuse in Salvation Army Programs

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