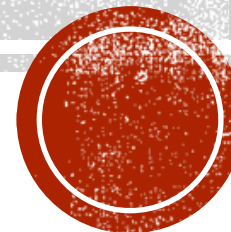


ETHICS IN VOLUNTEER ADMINISTRATION

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ETHICS IN VOLUNTEER ADMINISTRATION

Learning Objectives

- Gain understanding CCVA Code of Ethics
- Apply the Code of Ethics to solve ethical dilemmas
- Internalize ethical decision-making tools to apply to one's own professional life



CCVA CODE OF ETHICS

- Council on Certification in Volunteer Administration (CCVA)
 - National certifying organization
 - Developed Code of Ethics
 - Foundation for CVA Certification



CORE ETHICAL VALUES

- 1. Citizenship and philanthropy
- 2. Respect
- 3. Responsibility
- 4. Compassion and generosity
- 5. Justice and fairness
- 6. Trustworthiness



A SUCCESSFUL VOLUNTEER PROGRAM:

- Is accessible to diverse groups
- Operates ethically with all stakeholders
- Strives for excellence
- Maintains the public trust
- Sustains a helping environment
- Is at low risk for legal actions against it



WHAT'S THE DIFFERENCE?



- Values— Personal and cultural beliefs
- Morality – The distinction between right and wrong
- Conflicts of Interest— One or more interests that might distort or corrupt motivation
- Best Practice– Methods showing superior results
- Ethics –What **actions** are right or wrong in particular circumstances?
 - from the Greek (habits or customs)

CORE ETHICAL VALUE 1. CITIZENSHIP AND PHILANTHROPY

- **Ethical Principle 1A: Philosophy of Volunteerism**
- **Ethical Principle 1B: Social Responsibility**



CORE ETHICAL VALUE 2. RESPECT

- **Ethical Principle 2A: Self-Determination**
- **Ethical Principle 2B: Mutuality.**
- **Ethical Principle 2C: Human Dignity**
- **Ethical Principle 2D: Privacy**
- **Ethical Principle 2E: Safeguarding Confidential Information**
- **Ethical Principle 2F: Accessibility**

CORE ETHICAL VALUE 3. RESPONSIBILITY



- **Ethical Principle 3A: Staff Relationships**
- **Ethical Principle 3B: Professional Responsibility**
- **Ethical Principle 3C: Diligence**
- **Ethical Principle 3D: Doing One's Best**
- **Ethical Principle 3E: Perseverance**
- **Ethical Principle 3F: Continuous Improvement**
- **Ethical Principle 3G: Self-Disclosure And Self-Restraint**

CORE ETHICAL VALUE 4. COMPASSION AND GENEROSITY

- The Volunteer Administrator assumes the responsibility
- to be kind,
- compassionate, and
- generous in all actions
- so as to minimize the harm done to others in the performance of one's duties.

CORE ETHICAL VALUE 5. JUSTICE AND FAIRNESS



- **Ethical Principle 5A: Procedural Fairness**
- **Ethical Principle 5B: Impartiality**
- **Ethical Principle 5C: Equity**

CORE ETHICAL VALUE 6. TRUSTWORTHINESS

- **Ethical Principle 6A: Truthfulness**
- **Ethical Principle 6B: Candor**
- **Ethical Principle 6C: Sincerity/Non-Deception**
- **Ethical Principle 6D: Principled**
- **Ethical Principle 6E: Moral Courage**
- **Ethical Principle 6F: Reasonability Of Commitments**
- **Ethical Principle 6G: Clarity Of Commitments On Behalf of the Organization, Staff and/or Volunteers**
- **Ethical Principle 6H: Limitations To Loyalty**
- **Ethical Principle 6I: Addressing Conflicts Of Interest**



REVIEW THE ETHICAL DILEMMAS USING THE FOLLOWING STEPS

- **Step 1.** Identify the primary stakeholders in this situation
- **Step 2.** Identify the core ethical values or principles being violated in your ethical dilemma.
- **Step 3.** Generate a list of possible courses of action. Do this for each stakeholder.
- **Step 4.** Decide on the most ethical course of action.
- **Step 5.** Weigh positive and negative consequences.
- **Step 6.** Decide on a course of action.

SCENARIO 1

- You are a mentor for a young high school student.
- She tells you that she and her mother had visited her sister over the holidays.
- She also reported that she drove a good bit of the way from Maine to Virginia because her mother was tired.
- She is 15 and has never taken driver training and does not have either a learner's permit or a driving license.
- Is this an ethical issue for you?
- What ethical values are involved in this situation?

SCENARIO 2

- You are a manager of volunteers on your way to an agency staff meeting.
- You arrive in time.
- A colleague sits next to you and says loud enough for everyone to hear
- “Well, Andy (one of your volunteers) is still holding up the bar at Margarita’s.”
- What ethical values are involved in this situation?

SCENARIO 3-A

- You are a volunteer manager in a nonprofit where community members volunteer to provide enrichment activities to residents of a group home.
- A long time volunteer goes on medical leave for several months.
- He is replaced by a second volunteer who really likes the work and the residents seem to enjoy him.
- When the first volunteer announces that he wants to come back to work with the group, the second volunteer objects.
- They complain to you, the volunteer manager.
- You ask the residents which volunteer they prefer to work with.
- They unanimously express a preference for the first volunteer.
- What ethical values are involved in this situation?

SCENARIO 3-B

- You explain the situation to the second volunteer who is very upset.
- He threatens to go to the Agency Director, but finally just leaves the agency very unhappily.
- You have clearly not handled the situation very well.
- What is your ethical responsibility at this point?

SCENARIO 4

- A volunteer is serving on a committee you chair.
- She is a devoted, committed volunteer, but she is failing to live up to the expectations in terms of contributing to the work of the committee.
- What is your role as committee chair?
- What ethical values are involved in this situation?

SCENARIO 5

- A volunteer reports to you, the Volunteer Manager, that a staff person has been consistently rude and impatient with volunteers and clients individually and in groups.
- This staff person has often expressed to you frustration with having to babysit volunteers while they work with clients in addition to all else she does.
- Are ethical principles involved in this situation?

SCENARIO 6

- You are the volunteer leader at a girls' group overnight camping trip.
- You have carefully spelled out the rules for the weekend.
- The girls have all agreed.
- One of the rules is 'no cell phones or electronic devices on the camping trip.'
- One of the girls reports that one of the other girls has brought along her phone.
- This is a rules and best practice situation without any question. And the organization probably has some disciplinary procedures that you should follow.
- However, you could use this as a 'teachable moment' with the girls about the ethics of group participation.
- What ethical values are involved in this situation?

SCENARIO 7

- You work for an agency that runs group homes for young adults with intellectual disabilities.
- One is a new home with first time residents just beginning to form an independent life style, living away from home for the first time.
- One set of parents announces that they will cook breakfast on Sunday mornings to continue a family tradition.
- This soon it becomes a regular weekly thing, often pushing aside the staff person responsible for Sunday mornings.
- Another parent complains that this isn't in keeping with the goal of gaining independence or learning to take responsibility for cooking their own meals.
- What ethical principles are involved in this situation? For parents as volunteers? And for staff?

SCENARIO 8

- You are the manager of volunteers in a program that assists in an after school recreation program.
- An agency has sent you a potential volunteer who has a good work history but has had some personal health challenges that have kept her out of the workforce for some time.
- She tells you that she is hoping to get back to work soon.
- During the course of the interview she acknowledges that she is a survivor of domestic violence so she would prefer not to work with men.
- Are there ethical principles involved in how you handle this case? If so, what are they?

SCENARIO 9

- A middle-aged, attractive woman applies to be a volunteer with your agency.
- Her church has a standing relationship to provide tutors for your after-school program made up of low income, inner city minority youth.
- During the interview she admits that she is uncomfortable with children who live in single parent households.
- What do you do? Is this a best practice issue?
- An ethical one?

SCENARIO 10

- A volunteer comes to your agency through a new relationship with a local corporation.
- As part of their skilled volunteer pro bono program, a graphic artist has volunteered to re-design your logo and related materials.
- Your paid staff is a little concerned (let's be honest, miffed!) about this because they thought they'd been doing a pretty good job.
- Is this a 'contracting' issue? A best practice issue?
- Or are there ethical principles involved in this situation?
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SCENARIO 11

- You are the chairman of the annual church fair.
- Several people have complained to you that some of the best donations never seem to get to the display area.
- You aren't sure if committee members are holding them back for their own personal use, or paying for them at the market rate in advance, or finding another home for them.
- The fair is several days away so you do have the option of doing something.
- What ethical values are involved in this situation?
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SCENARIO 12

- You serve on a volunteer committee through your church that supports a project in a Caribbean country.
- The funds they have raised have built a school. Quarters in the collection plate each week fund a school lunch program.
- The committee members have raised money, visited the village, and have developed a warm, supportive relationship with community members.
- The chair of the committee has become very close to the community members.
- In fact, she announced that she and her husband plan to retire to the village in five years.
- Several new members have joined the committee and have raised some questions about the financing of the school building project.
- Feelings among committee members have been ruffled as they struggle to stay focused on the overall project and to answer the questions raised by the new committee members.
- What ethical principles are involved in this situation?

WRAP UP AND REFLECTION

- In your discussions, what ethical principles caused you the most difficulty?
- Citizenship and philanthropy?
- Respect?
- Responsibility?
- Compassion and generosity?
- Justice and fairness?
- Trustworthiness?



THANK YOU !



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