

Introduction

Central Massachusetts Agency on Aging recognizes that as a designated Area Agency on Aging, it is accountable to the public as well as to the Federal Government and Commonwealth of Massachusetts. Adhering to relevant laws and regulations is the minimum standard of expected behavior for a government-sanctioned nonprofit organization. We aspire not just to obey the law, but to embrace the spirit of the law, going beyond legal requirements to ensure that what the agency does is consistent with what it was established to do. As such, transparency, openness and responsiveness to public concerns are integral to our practices.

Statement of Values

The code of ethics adopted by Central Massachusetts Agency on Aging is built on commonly shared values that guide all of its activities.

- Adherence to the highest standards of ethical and professional behavior
- Compliance with Federal, State and local laws
- Respect for the differences and diversity of individuals
- Foster teamwork, partnerships and collaboration
- Be consumer focused
- Responsible stewardship of resources
- Commitment to excellence and maintaining the public trust

Code of Ethics

Personal and Professional Integrity

All staff, board members, advisory council members and volunteers of CMAA act with honesty, integrity and openness in all their dealings as representatives of the organization. The organization promotes a working environment that values respect, fairness and integrity.

Mission

The organization has a clearly stated mission and purpose, approved by the board of directors. All of its activities support that mission and all who work for or on behalf of the organization understand and are loyal to that mission and purpose. The mission is responsive to the elders in Central Massachusetts and their caregivers.

Governance

CMAA has an active governing body that is responsible for setting the mission and strategic direction of this organization and oversight of the finances, operations and policies of the organization. The governing body:

- Ensures that its board members have the requisite skills and experience to carry out their duties and that all members understand and fulfill their governance duties, acting for the benefit of the organization and its public purpose;
- Has a conflict of interest policy that ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed through disclosure, recusal or other means
- Is responsible for the hiring, firing, and regular review of the performance of the executive director (chief executive officer) and ensures that the compensation of the executive director is reasonable and appropriate;

- Ensures that the executive director and appropriate staff provide the governing body with timely and comprehensive information so that the governing body can effectively carry out its duties;
- Ensures that the organization conducts all transactions and dealings with integrity and honesty;
- Ensures that the organization promotes working relationships with board members, advisory council members, staff, volunteers, grantees and consumers that are based on mutual respect, fairness and openness;
- Ensures that the organization is fair and inclusive in its hiring and promotion policies and practices for all board, staff and volunteer positions;
- Ensures that policies of the organization are in writing, clearly articulated and officially adopted;
- Ensures that the resources of the organization are responsibly and prudently managed;
- Ensures that the agency has the capacity to carry out its activities effectively.

Legal Compliance

CMAA is knowledgeable of and complies with all laws and regulations.

Responsible Stewardship

CMAA manages its funds responsibly and prudently. This includes the following considerations:

- It spends a reasonable percentage of its annual budget on programs in pursuance of its mission;
- It spends an adequate amount on administrative expenses to ensure effective accounting systems, internal controls, competent staff and other expenditures critical to professional management;
- The organization compensates staff and any others who may receive compensation, reasonable and appropriately;
- The organization does not accumulate operating funds excessively
- The organization ensures that all spending practices and policies are fair, reasonable and appropriate to fulfill its mission;
- All financial reports are factually accurate and complete in all material respects
- The finances are audited annually by a qualified external auditor or auditing firm selected by the Board of Directors

Openness and Disclosure

CMAA is responsive in a timely manner to reasonable requests for information. All information about the agency fully and honestly reflects its policies and practices. Basic informational data such as the IRS Form 990 and audited financial statements are posted on CMAA's website.

Inclusiveness and Diversity

“Central Massachusetts Agency on Aging embraces diversity and affirms its value in our workplace and in the varied communities we serve.” CMAA is committed to fostering an inclusive environment where the individual differences among us, whether in terms of race, religion, color, age, gender, national origin, sexual orientation, physical challenge, or marital or family status, are understood respected and appreciated, recognized as a source of strength for the agency and our consumers, and valued as qualities that enrich the communities in which we work. Our Board and Staff recognize that simply pledging nondiscrimination is insufficient. We must make positive efforts to reach out to groups that have traditionally been underrepresented, and who can enrich and be enriched by the programs and services we offer. (Statement of Diversity adopted August 28, 2008)

Fundraising

CMAA is truthful in soliciting funds from public sources, institutions, businesses and individuals. It respects the privacy concerns of donors and expends funds consistent with donor intent. The agency discloses important and relevant information to potential donors.

Grantmaker Guidelines*

The relationship between CMAA and its grantees is based upon mutual respect and shared goals. The organization follows clear processes for receiving, reviewing and acting on grant applications that are consistent with its policies and purposes:

- Clearly defines purpose and regulations of Title III funding;
- Makes available written statement about program priorities, grantmaking practices and geographic restrictions;
- Treats grantseekers and grantees fairly and objectively
- Communicates expectations of grantees as to reports related to financial and programmatic matters;
- Offers guidance to grantees such as technical assistance, monitoring performance, evaluating outcomes and encourage planning for the future;
- Informs the public about its grantmaking activities through various means including annual reports, newsletters and website

This document was adapted from Independent Sector model “Statement of Values and Code of Ethics for Charitable and Philanthropic Organizations”. www.independentsector.org

*Adapted from The Council on Foundations “Principles and Practices for Effective Grantmaking”.
www.cof.org

Adopted by Board of Directors
5/28/2009