

Ethical code of Slezská Diakonie

Preamble

This ethical code is dedicated to workers, volunteers and trainees of Slezská Diakonie. It describes the character of the organisation, makes fulfilling its mission easier, provides protection of our clients' rights, sets boundaries of work and has significance in creating a professional identity.

Individual centres also operate under the Ethical Code of a social worker in the Czech Republic, professional ethical codes and respect the Charter of Fundamental Rights and Freedoms.

1. Mission, vision and values of Slezská Diakonie

The mission

The mission of Slezská Diakonie is to provide quality social services based on the principles of Christian values.

The vision

We wish to be a recognized organisation on a regional, national and international scale providing high-quality social, health, educational and pro-family services. We want to develop social businesses, social housing and other innovative activities. We make our vision a reality in accordance with Christian values with an emphasis on our organisation's culture.

The values of Slezská Diakonie

Slezská Diakonie is a Christian non-profit organisation which bases its activity around practical realisation of the biblical principles of love and service to the needy.

Slezská Diakonie provides help to all who need it regardless the age, gender, religion, health condition, handicap, social status or any other unfavourable life situations.

The basic Christian values that we build on:

1. Jesus Christ as a source of faith and an example of service and for life
2. We consider our clients creations of God

1 - The person of Jesus Christ – the source of inspiration for our work is the Bible and God's love revealed to man through Jesus Christ as our saviour. We derive our work from the biblical verse: "For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life." (John 3,16) We want to let the character of Christ be visible in our work naturally – in our behaviour, service and life. We apply these principles not only in theory – we organise regular meetings which are voluntary. There we introduce the character of Jesus and the biblical truth, we emphasise praying during work meetings, we honour Christian festivals, we support the cooperation of the SD centres with local churches, we accept spiritual support of pastoral workers and pastors themselves.

2 - The client as a creation of God – we are aware of the individuality of every client and we try to fulfil all of his basic needs (physical, psychical, social, spiritual – holistic approach), that we realize and even those we do not. We use this biblical verse as our guideline:” Do not withhold good from those to whom it is due, when it is in your power to act.” (Proverb 3,27) In reality we apply this by emphasizing the uniqueness of every human being. We respect everyone’s right for decency and respect towards him.

Among the essential values of Slezská Diakonie belong:

1. Help for anyone – personal attitude
2. Responsibility on all levels
3. Personal growth
4. Loving relationships
5. Team organisation
6. Transparency
7. Respect

3 – Help for anyone – We offer help to anyone respecting the basic rules of help. In reality we apply this by telling our employees about the possibilities and limitations of the social networks.

4. - Responsibility on all levels – We demand responsibility in relation to the employer, among the employees and in relation to the users. We consider family, health and the environment to be our responsibilities as well.

5. - Personal Growth – We create space and conditions for professional, personal and spiritual growth. We demand an active approach to education. In reality we apply this by offering a variety of seminars, we organise seminars for our centres with regard to its specifics. We also encourage our employees to share information among each other.

6. – Loving relationships – we strive to create healthy relations between people in the organisation including the relations with our clients. We consider forgiving and reconciliation to be very important when solving problems. In practice we apply this principle by being a living example, listening to each other’s advice, clear and open communication, using clerics when solving problems, acknowledging our mistakes and forgiving each other.

7. – Team organisation – we prefer an innovative and creative environment where everyone can contribute with his personal potential while also respecting a principle of loyalty. We believe that we can do more together rather than each on our own. In practice we apply this by creating space for opinions of our employees on meetings. We also clearly set rules of communication, we use feedback to encourage common activities of the team and we use occasions outside the normal work week to build team relationships (teambuilding).

8. – Transparency – we strive for sincerity – so that these values are in accordance with our personal and professional lives. In practice we apply this by communicating frankly and clearly on all levels. We are trying to create harmony between our rules and the actual services we provide.

9. – Respect – we respect the needs and specifics of individual regions. In practice we apply this by learning about the region where we operate. We do this by participating in local events and by discussing the region's specifics with the SD's leadership. We take the region's specific challenges actively as well.

2. The founder and Slezská Diakonie

2.1 Slezská Diakonie was founded on 20th August 1996 by the resolution of the Silesian Evangelical Church of the Augsburg Confession from 19th August 1996 as a successor organisation to the Christian association "Slezská Diakonie" from 20th November 1990 and follows up with previous charitable activity in our church which began in Komorní Lhotka at the beginning of the 20th century.¹

3. Slezská Diakonie as an employer

3.1 Employees of Slezská Diakonie

3.1.1 The employees of Slezská Diakonie (SD) respect its principles and values and represent the organisation with their actions and behaviour in a manner that will not harm the good name of SD.

3.1.2 Under any circumstances, no matter how tense or unclear, the employee acts politely and correctly and acts within his authority

3.1.3 The employees of SD never give out information outside the organisation which could endanger the know-how of the organisation.

3.1.4 The employees of SD will not engage in any behaviour that would lead to a conflict of interests of SD and his personal ones.

3.2 Slezská Diakonie as an employer

3.2.1 SD creates decent working conditions for its workers

3.2.2 SD motivates its employees, acknowledges and appreciates the quality of their honest work

3.2.3 SD strengthens the professional growth of its employees and creates suitable conditions for their education through professional education and training.

3.2.4 SD does its best to help its employees in case of an unfavourable social situation within a so called social programme

4. Slezská Diakonie towards its clients

4.1 The employees of SD do not bring up religious, philosophical or other views when working with clients that would be in contrary to the mission and values of SD. The employees of SD respect clients' religious beliefs, values and opinions.

4.2 In case of support for the client in difficult life situations, the employee of SD informs the client about all known possible solutions and risks connected to them

4.3 The employees of SD do not create a strong emotional bond with the client or any intimate relations

4.4 In areas such as the intimate life of clients, protection abuse, pregnancy, parenthood, contraception and abortions, pornography, deviation, occultism and relations to other religions, the employees of SD act according to the documentary "The recommendation of Slezská Diakonie on ethically difficult questions"

4.5 The employees of SD never tell any information about the organisation's clients outside the organisation itself. (1. Tell information about the clients in suitable places in a suitable manner)

4.6 The employee does not solve their personal problems with the clients nor does he drag them into his professional conflicts

5. Relations between employees

5.1 The employees of Slezská Diakonie value their co-workers, recognize their personality, practical approach and their view on matters. They express and solve their potentially different opinions in a suitable way

5.2 The employees of SD respect their co-workers and their opinions and their individuality. They do not demean them in the eyes of the clients or try to belittle their personality in front of their colleagues. With their personality and abilities they contribute to a good climate in the work team of which they are part of

5.3 The employees of SD respect the authority of their superiors. The superiors always deal with their subordinates correctly so that they respect their individuality in accord with transparency and loving relations

5.4 The employees of SD approach their colleagues with respect for them and their privacy and refrain from any undesirable behaviour

6. Slezská Diakonie towards its trainees and volunteers

6.1 The employees of SD value and respect the trainees and volunteers, they introduce the trainees and volunteers to the course of the centre (service) and its quality

6.2 The employees of SD create suitable conditions for the trainees and volunteers so that they can perform their professional practice and volunteer work

6.3 The employees of SD consider the trainees and volunteers to be their equals when achieving the same goals

6.4 The employees of SD motivate and support the trainees and volunteers to be creative as long as it is not in conflict with the rules of the organisation. The employees deal with the trainees' and volunteers' suggestions and insights that could lead to a higher quality of the provided services

7. Slezská Diakonie towards its donors

7.1 Slezská Diakonie is aware of its responsibility towards the donors whose resources they dispose of

7.2 Donations are used in accordance with the purpose they were allocated for. In case of interest, we inform the donator about the way we used the donation. The wish not to mention the donator's name is respected

7.3 SD fulfils arranged obligations towards the donators mentioned in the donation contract if it is signed

7.4 SD follows the rules of transparency and in doing so deepens mutual trust – informing the public by publishing the information in annual reports, on the website of SD or in other documents

8. Slezská Diakonie towards the public (society)

8.1 Slezská Diakonie inform the public helpfully, truly and transparently

8.2 SD reacts to public events in the society in accordance with its values

8.3 SD seeks to understand all groups of citizens with respect to their cultural and world-opinion distinction

9. Slezská Diakonie towards other organisations

Slezská Diakonie cooperates with a wide spectrum of organisations, be it private organisations or public institutions

Among partner organisations belong other providers of social services, assisting organisations, authorities, schools, educational institutions, churches and church institutions or already cooperating organisations involved in solving the situations of our clients

9.1 SD deals with other organisations with respect. It strives to be correct and open when negotiating

9.2 SD applies a combined approach when defending important mutual goals on the field of social work, passing changes in legislature and others

9.3 When advancing its own goals in relation to the development of its services SD proceeds with respect and in accordance with its values

9.4 SD cooperates with other organisations within umbrella organisations on a local, regional, national and international scale

10. Following the code and verifying in practice

10.1 Leading employees have responsibility for other employees of SD being introduced to the code and they understand it and follow it

10.2 The ethical code shall be updated once per year

10.3 This ethical code is obligatory on all of SD employees. It makes up the minimal set of rules which every employee complies with. This ethical code is thus obligatory on everyone working in SD.

10.4 Complying with this code is controlled by the respective executives of SD. Not complying can lead to sanctions in accordance with the labour laws of the Czech republic. Violating the ethical code as an employee of SD can be seen as violating the conditions of his employment contract with SD.

11. Force and effect

The code of SD takes affect by approval of the leadership of SD and it's legal effect begins on 1st November 2016.

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