

## **K-W Counselling Services Promise of Accountability**

Our Agency is guided by the following principals:

### **The Accountable Nonprofit Organization**

- We hold a public trust to improve quality of life.
- The accountable organization clearly states its mission and purpose, articulates the needs of those being served, explains how its programs work, how much they cost and what benefits they produce.
- The accountable organization freely and accurately shares information about its governance, finances and operations. It is open and inclusive in its procedures, processes and programs consistent with its mission and purpose.
- The nonprofit organization is accountable to all those it exists to serve, to all those who support it, and to society.
- The accountable nonprofit organization is responsible for mission fulfillment, leadership on behalf of the public interest, stewardship and quality.

The accountable nonprofit is responsible for:

#### **Mission fulfillment**

- Doing what it says it will do.
- Maintaining relevance by meeting needs in a changing environment.

#### **Leadership on behalf of the public interest**

- Enhancing the well-being of communities and society.
- Promoting inclusiveness, pluralism and diversity within society.
- Educating the public, business, nonprofit organizations and government, including appropriate advocacy and lobbying.

#### **Stewardship**

- Maintaining effective governance and management.
- Generating adequate resources, managing resources effectively, supporting and recognizing volunteers, and appropriately compensating staff.
- Avoiding conflict of interest and abuse of power.

#### **Quality**

- Striving for and achieving excellence in all aspects of the organization.