



Code of Conduct

Mission:

Our mission is to maximize each person's ability to lead a full and active life by breaking down barriers to success, developing visible solutions, and delivering quality services. We do this one life at a time, every day, every year.

Our Values:

- Deliver extraordinary customer service
- Build open and honest relationships through communication
- Create a collaborative and caring team environment
- Hold ourselves and each other accountable for excellence
- Strive for continuous improvement

All parties shall:

1. Show proper respect and consideration for each other, individuals, individual's families, and all those whose lives we touch, regardless of position or station.
2. Respect and protect the rights of individuals.
3. Be honest in performing their jobs.
4. Present themselves in a positive, ethical and professional manner when interacting with those we serve, their families, peers and/or any community members during the performance of their job.
5. Comply with all applicable laws; regulations, standards and other requirements imposed by any level of government.
6. Comply with all requirements of the Medicare and Medicaid programs.
7. Report any abusive treatment they witness immediately. Failure to make such a report will be treated as a serious disciplinary offense.

8. Promptly report all suspected violations of the Code of Conduct, Compliance Guidelines/Plan, operational policies, laws or regulations to the Compliance Officer.
9. Report any unsafe working condition to a Director/Vice President immediately so the situation can be corrected.
10. Only employ or work with persons with proper credentials, experience and expertise to perform their job functions.
11. Observe safe work practices.
12. Maintain the agencies' integrity and reputation.
13. Deliver quality services through the use of qualified, competent employees.
14. Ensure compliance with required/mandatory training.
15. Provide services as defined by the individuals service plans.
16. Respect and protect the confidentiality of individuals' records and other personal information. The standards for confidentiality are clearly set in the HIPAA (Health Insurance Portability and Accountability Act) Policies. Any party that obtains information regarding the HIV status of other parties or individuals shall hold that information with the confidentiality defined in the HIV Policy. HIV related information will not be examined, removed, copied, disclosed or discussed with any party unless such party is authorized to access such information pursuant to Public Health Law. An intentional breach of confidentiality concerning any individual(s) may be grounds for dismissal.
17. Ensure confidential information obtained is held in confidence during their tenure and upon leaving the agency.
18. Report any observed misuse of the agencies property to a Director.
19. Only bill for services actually rendered and which are documented in the person's record. If the service must be coded, then only billing codes that accurately describe the services provided will be used.
20. Maintain complete and thorough clinical and billing records. Each employee is expected to check documentation prior to submission to ensure its accuracy.
21. Ensure reports and other information required to be provided to any federal, state, or local government agency is accurate, complete, and filed on time.
22. Take every reasonable precaution to ensure that their work is accurate, timely, and in compliance with federal and state laws and regulations and agency policies.
23. Ensure that no deficiency or error is ignored or covered up. Problems should be brought to the attention of those who can properly assess and resolve the problem.
24. Act promptly to investigate and correct the problem if errors in claims that have been submitted are discovered.

All Parties Shall Not:

1. Accept or provide any gift, favor or entertainment if it will obligate or appear to obligate the person who receives it. Receiving or giving gifts of cash, cash equivalents, or gift cards is never allowed.
2. Abuse, mistreat, or neglect any individual. Should an allegation of abuse, mistreatment, or neglect be made against a party, the agency will take all necessary steps to protect the individual, while completing an investigation.
3. Display discriminatory treatment, harassment, abuse, or intimidation of others.
4. Distribute, sell, possess, purchase, or consume illegal substances or alcohol while working.
5. Come to work, or work if their ability to perform their job is impaired due the use of alcohol, a controlled substance, an illegal substance, a prescribed medication, or over the counter medication.
6. Use the agencies' or a individuals' resources for personal or improper purposes, or permit others to do so. Any improper financial gain to the employee through misconduct involving misuse of the agencies or individuals' property is prohibited, including the outright theft of property or embezzlement of money.
7. Reveal or use any confidential information concerning the agencies, for personal gain.
8. Carry firearms or other weapons on the grounds of the facility or while in the capacity of providing services to an individual.
9. Participate in any financial interaction with an individual or their family, which may be construed as exploitation of that individual or result in a greater benefit to the employee or volunteer than the individual.
10. Form inappropriate social relationships with individuals or engage in any form of sexual activity with an individual. Employees are not to supply pornographic or other sexually explicit materials to individuals. In those cases where an individual's treatment plan authorizes presentation of such materials to the individual, employees shall not infringe on the individual's rights to obtain said materials.
11. Borrow or take property from individuals for personal use.
12. Require an individual to carry out the duties of an employee unless such tasks are described in their service plan for the purpose of improving their skills.
13. Pursue any business opportunity that requires engaging in unethical or illegal activity.
14. Submit claims for payment or reimbursement of any kind that is false, fraudulent, inaccurate or fictitious.
15. Falsification of any record keeping to include, but not limited to, medical records and recorded time, that are used as the basis of submitting claims will not be tolerated.

16. Permit any action of retaliation or reprisal to be taken against an employee who reports a violation of law, regulation, standard, procedure, or policy.
17. Solicit or accept personal gratuities, favors or anything of significant monetary value from any third parties when engaging in the award and administration of contracts or other financial awards.

** Violations of any point in the Code of Conduct may result in discipline up to and including termination.

The agency will contribute to an employee's competence by making available continuing job-related education and training within the limits of its resources.