



**The Warren, Washington & Albany Counties Chapter of
NYSARC, Inc.
Code of Conduct**

Mission

To provide services, advocate for and offer opportunities to individuals with intellectual and developmental disabilities and their families enabling them to realize their full potential in our communities.

Values

We value the dreams, aspirations and goals of persons with intellectual and developmental disabilities and their rights to a full, productive and responsible role in society.

We value the rights of persons with intellectual and developmental disabilities to make their own choices.

We value diversity in membership and leadership.

We value the dedication and commitment of the staff who serve people with intellectual and developmental disabilities.

We value being family-led and professionally managed.

Commitment to the individuals we serve

We are committed to providing the highest quality of care, in a professional, caring and compassionate manner. We are committed to fostering an environment whereby the persons we serve are encouraged to play a decision-making role at the Warren, Washington & Albany Counties Chapter of NYSARC, Inc. (WWAARC) and to become a contributor in their home and work environments.

Commitment to staff

Team work: To work together to do the job right the first time.

Integrity: To always be fair, honest and trustworthy.

Excellence: To improve each day, and to strive for the highest level of quality in our performance.

Respect: To treat each person and their family with dignity and respect, and to listen.

Stewardship: To manage our resources responsibly.

Commitment to communities we serve

We are committed to being a good corporate citizen and to support our employees and the individuals we serve in the fulfillment of their civic duties and their pursuit of charitable endeavors.

Commitment to our third-party payers

We are committed to working with our payers in a way that demonstrates our commitment to our contractual obligations and reflects our shared concerns for quality services in an efficient and effective manner. We encourage our payers to adopt their own set of ethical principles that recognize their obligations to the individuals we serve, as well as the need for fairness between providers and payers.

Commitment to our Regulators

We are committed to creating an environment in which compliance with applicable rules, laws and regulations is woven into the fabric of WWAARC. We accept responsibility to self-govern and monitor adherence to requirements of law and our Code of Conduct.

Commitment to our Suppliers

We are committed to fair competition among existing and prospective suppliers. We encourage our suppliers to adopt their own set of standards and ethical practices.

Rules of Conduct

We believe that certain rules of conduct must be observed to promote a positive and ethical work environment and pledge to abide by the laws, regulations and policies and procedures, including, but not limited to those related to the Corporate Compliance Plan.

We also understand that, as individuals working for and on behalf of WWAARC, we have the added responsibility of following specific rules of conduct, as described below:

- To work cooperatively and respectfully with all WWAARC employees, board members and agents to provide the highest quality of services;

- To place the interests of the people we serve and their family members first and foremost in all aspects of what we do;
- To represent WWAARC positively in the community-at-large;
- To conduct all activities in a fiscally responsible manner;
- To work in accordance with applicable laws, regulations and WWAARC policies;
- To seek training and assistance in areas that would strengthen the ability to fulfill responsibilities to consumers and WWAARC;
- To avoid conflicts of interest, including the acceptance and giving of other than incidental tokens of appreciation;
- To conserve resources of WWAARC by not engaging in wasteful behavior;
- To treat confidentially information related to WWAARC and its consumers and to respect the privacy of consumers and fellow WWAARC employees;
- To complete tasks in a timely manner and meet expectations for the quality of work that WWAARC strives to achieve;
- To bill individuals and third party payers accurately;
- To report to a supervisor or to the Compliance Hotline any potential violation of applicable laws, regulations and policies, including the Corporate Compliance Plan;
- To respect the role of the board and management and to fully implement their decisions; and
- To consult WWAARC leadership when questions arise as to the conduct permitted under applicable laws, regulations and policies, including the Corporate Compliance Plan.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace, but the following are examples of infractions of rules of conduct that may result in disciplinary action, including suspension, demotion, or termination of employment:

- Abuse or neglect of the individuals we serve.
- Engaging in criminal conduct whether or not related to job performance;
- Theft or misuse of any funds or property belonging to the agency, staff, or the individuals we serve, including cash, vehicles, or personal possessions.
- Deliberate or careless damage of agency, staff or individual property.
- Use, possession, sale, transfer, or distribution of unauthorized alcohol or illegal drugs on agency property or in agency residential homes.
- Reporting to work while under the influence of alcohol or illegal drugs.

- Falsification of employment records, employment information, or other records
- Possession of firearms, explosives, fireworks or weapons on agency property or on premises owned or occupied by WWAARC.
- Removing or borrowing agency property without prior authorization.
- Recording the work time of another employee, allowing any other employee to record your work time, or allowing falsification of any timesheet, whether your own or another employee's.
- Provoking a fight or fighting during working hours or on premises owned or occupied by WWAARC.
- Not reporting to work as per assigned schedule without an acceptable excuse.
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of any manager or member of management, or the use of abusive or threatening language toward any manager or member of management.
- Using profane or abusive language at any time during working hours or while on premises owned or occupied by WWAARC.
- Failing to obtain permission to leave work for any reason during normal working hours.
- Poor work performance.
- Sleeping during hours in which the staff person is expected to remain awake.
- Excessive or inappropriate phone usage.
- Abusing paid sick leave.
- Smoking in agency vehicles or buildings.
- Smoking in personal vehicles with any person served or with others who object to smoking.
- Working overtime without authorization or refusing to work assigned overtime.
- Violating any safety, health, or security policy, rule, or procedure of WWAARC.
- Organized gambling, e.g., bookmaking, running numbers
- Committing a fraudulent act or a breach of trust in any circumstances.

You must immediately report any violation of the rules of conduct as described above to your supervisor.

WWAARC does not have a formal progressive discipline policy requiring a set number of warnings or counseling sessions. Instead, each case is considered based on its own facts. In the case of misconduct or violation of WWAARC's policies, immediate termination may be appropriate depending on the facts. This statement of prohibited conduct does not alter or limit WWAARC's policy of employment at will. Either the employee or WWAARC may terminate the employment relationship at any time for any reason, with or without cause or without notice.