

Arc of Onondaga Code of Conduct

Mission

Arc of Onondaga supports people with intellectual, developmental and other disabilities in leading meaningful lives in their community.

Vision

A society where all people are included, valued and have the support needed to achieve their dreams.

Core Values

- Respect
- Excellence
- Compassion
- Integrity
- Teamwork
- Empowerment

Commitment to Stakeholders

To the individuals we support: We are committed to providing the highest quality of care, in a caring and compassionate manner and conscious of unique individual needs.

To the families and communities we serve: We are committed to understanding the unique needs of the individuals we serve and to provide our services with cost-effective, quality services.

To our employees: We are committed to a work setting which is safe, which treats all employees with fairness, dignity and respect, which affords all employees an opportunity to grow, to develop professionally, and to work in a team environment where all ideas are considered.

To our third party payors: We are committed to working with our payors 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 payors 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 payors.

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 the Arc of Onondaga. We accept responsibility to self-govern and monitor adherence to requirements of law and our Code of Conduct.

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 Arc of Onondaga policies

and procedures, including, but not limited to those related to the Corporate Compliance Plan. Activity contrary to the standards of conduct is considered a violation of the compliance program and related policies and procedures.

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

- To work cooperatively and respectfully with all 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 Arc of Onondaga positively in the community at large;
- To conduct all activities in a fiscally responsible manner;
- To work in accordance with applicable laws, regulations and agency policies;
- To review and follow the policies and procedures of Arc of Onondaga and to seek clarification when necessary to fully understand expectations and responsibilities;
- To seek training and assistance in areas that would strengthen the ability to fulfill responsibilities to clients and the Arc of Onondaga;
- To avoid conflicts of interest, including the acceptance and giving of gifts;
- To conserve resources of the agency and not engage in wasteful behavior;
- To treat confidentially information related to the agency and its consumers and to respect the privacy of consumers and fellow employees
- To complete tasks in a timely manner and meet expectations for the quality of work that Arc of Onondaga strives to achieve;
- Bill accurately and comply with the False Claims Act
- To report to a supervisor, Director, the Compliance Officer or to the Arc of Onondaga 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;
- To consult Arc of Onondaga leadership when questions arise as to the conduct permitted under applicable laws, regulations and policies, including the Corporate Compliance Plan.
- Report and record all information honestly and accurately
- To refuse to participate in any unethical or illegal conduct.
- To report any unethical or illegal conduct to the Compliance Officer.