

Arc of Onondaga Code of Conduct

Mission

Arc of Onondaga assists individuals with developmental disabilities achieve their fullest potential.

Vision

All people with developmental disabilities will be respected, contributing citizens who will achieve their fullest potential for independence and inclusion in the community.

Core Values

We believe that . . .

- Services are best provided in a personalized manner designed around the individual's needs and desires.
- Working together, in partnership with the community at large, creates the best opportunities for people with developmental disabilities
- Our success is dependent upon having a qualified, caring, and trained staff
- All individuals should be treated with dignity and respect.
- The drive for excellence and continuous quality improvement is part of all that we do.
- We must be flexible and seek out opportunities for advancement and growth.
- Sound, ethical business practices ensure financial stability and future organizational success.
- We must be diverse and culturally sensitive.

Commitment to Stakeholders

To the individuals we serve: 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.

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 the Arc of Onondaga 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 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 by not engaging 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 the Arc of Onondaga strives to achieve;
- To bill individuals and third party payors accurately and in compliance with the False Claims Act;
- To report to a supervisor 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.

Arc of Onondaga
Code of Conduct/Compliance Information
Independent Contractors/Agents/Vendors

Arc of Onondaga has developed a Corporate Compliance Plan that states that the organization and its employees, contractors, vendors and Board of Directors will adhere to applicable federal, state and local laws and regulations and internal policies and procedures.

Our Corporate Compliance Plan is a combination of policy and procedure that assist our organization to monitor, detect and correct actions that are not in compliance with applicable laws or our own policies and procedures.

As our agent, we expect that you will act in compliance with the laws that are applicable to our organization and to your organization and in compliance with our policies and procedures, particularly our Code of Conduct that sets forth the overarching principles for conducting our business with integrity based on sound ethical and legal standards.

As our agent, we also expect you to report any suspected or potential violations of law or our policies and procedures of which you become aware by contacting Ellen Gutmaker, Executive Director, at 476-7441, extension 1125, or Donna Loveland, Corporate Compliance Officer, at 476-7441, extension 1127. You may also leave a message on our Corporate Compliance Hotline at 476-7441, extension 1310.

As our agent, we expect you to understand your role in the Corporate Compliance Plan of the Arc of Onondaga and we expect you to request any policies and procedures that are applicable to you and your organization. You may contact the Executive Director or the Corporate Compliance Officer for any questions or clarification of your responsibilities.

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