



The Arc Erie County New York STANDARDS OF CONDUCT

The Standards of Conduct are designed to provide you with broad principles and guidelines for acting responsibly and with integrity. The Arc Erie County New York strives to create an open and supportive environment where people feel comfortable raising compliance/ethical concerns or questions. We all benefit tremendously when people exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.

The Arc Erie County New York is committed to full compliance with federal and state program requirements and in maintaining a work environment that promotes and requires the highest ethical standards in the conduct of our business.

As such, all employees, Board of Directors, contractors, interns, volunteers:

- Will perform their duties in good faith and to the best of our ability.
- Will practice honesty and integrity in fulfilling our responsibilities and will comply with all applicable laws and regulations.
- Will respect truth in all of our communications with parents, family members, caregivers, vendors, school districts, government entities and third parties. We will make every effort to furnish clear, accurate and honest information.
- Will participate in scheduled training.
- Will not enter into discussions or arrangements with suppliers contrary to laws or regulations.
- Will ensure agency activities are conducted in an objective manner and are not motivated by desire for personal or professional financial gain.
- Will disclose any personal or professional relationships which may represent a potential or actual conflict of interest with agency activities, as well as circumstances which may give the appearance of such in accordance with the agency's Conflict of Interest policy.
- Will not receive, willfully solicit, or offer to pay or receive remuneration of any kind for the provision of services in violation of laws/regulations.
- Will comply with the agency's policy regarding the receipt, acceptance, offering or giving of gifts.
- Will ensure agency resources are used only for job related purposes and not for personal gain.
- Will complete all required documentation of services as outlined in policies and procedures.

- Will ensure claims for payment or reimbursement of any kind are truthful and accurately reflect that services rendered are supported by relevant documentation. Will ensure there is no duplicate billing, i.e., occurs when one provider bills twice for the same service, or when two providers bill for the same service.
- Will comply with regulators and laws and regulations relevant to funding sources. Will seek payment only for services rendered/performed. Will not knowingly submit a false claim to the government for payment for services, property, or other items.
- Will provide quality care and services according to industry and professional standards.
- Will report any suspected abuse, neglect, mistreatment, or incidents involving all people whom we support.
- Will ensure the confidentiality and privacy of all individuals we support. Will ensure confidential data is not disclosed to parties without explicit prior authorization or appropriate legal authority in accordance with the agency's policies and procedures and applicable laws.
- Will promptly report all violations or suspected violations of any unethical behavior and compliance issues as outlined in the Corporate Compliance Plan and in accordance with agency policies and procedures. Will act in good faith and have reasonable grounds for believing the information disclosed indicates a violation.
- Will abide by the non-retaliation practices established by The Arc Erie County New York in Policy "CC 100.004 Reporting Compliance Concerns-Whistleblower-Anti-Retaliation Policy" and in annual and new hire training. Will not engage in any act, conduct, or behavior which results in, or is intended to result in, retaliation or retribution against any individual for reporting their concerns relating to a possible violation of the Compliance Code of Ethics or for reporting incidents per Policy "QI 1100.003 Incident Management System Policy".

Conduct contrary to these expectations will be considered a violation of the Compliance Program.

7/17 (Rev 1/18)

Rev 8/18

Rev. 8/2020

Rev. 9/22

Rev 3/22

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AFFIRMATION STATEMENT

I have received and reviewed a copy of The ARC Erie County New York Code of Ethics. I agree to adhere to and follow the principles set forth in this Code of Ethics. I understand, acknowledge, and accept the contents of this Code of Ethics as they relate to my position.

DATE

EMPLOYEE NAME

EMPLOYEE SIGNATURE

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Rev. 9/2022

Re. 3/23