

## The Arc, Oneida-Lewis Code of Conduct Statement

### Our Mission Statement:

Our mission is to enable persons with disabilities and their families to achieve their potential through self-determined goals in partnership with the Agency. We will provide leadership in our community to develop the necessary human and financial resources to fulfill this mission. It is our vision that all persons with disabilities live as fully included members of their community.

### Our Core Values:

Compassion

Dignity

Dedication

Person Centered – Family Based

Progressive

Integrity

### Our Values:

1. Integrity: to always display fairness, honesty and a sense of trustworthiness
2. Excellence: to strive to do the job right the first time; to improve each day and to strive for the highest level of quality in each person's performance
3. Respect: to treat each person, his/her family, coworkers and community relations with dignity and respect
4. Ethics: to do what is right; to maintain a concept of excellence, to promote well-being by maintaining trust, prosperity, honesty, integrity and justice
5. Stewardship: to manage Agency resources properly

### Standards of Conduct:

The Arc, Oneida-Lewis Chapter believes that certain standards of conduct must be observed at all times to promote a positive and ethical work environment. We pledge to abide by the laws, regulations and Agency policies and procedures, including but not limited to those related to The Arc, Oneida-Lewis Chapter Corporate Compliance Plan. Activity contrary to the standards of conduct is considered a violation of the compliance program and related policies and procedures.

- To refuse to participate in any unethical or illegal conduct.
- To report any unethical or illegal conduct to the Compliance Officer
- To work cooperatively and respectfully with all Arc, Oneida-Lewis Chapter employees, Board members and agents to provide the highest quality services.
- To place the interests of the individuals we service and their family members first and foremost in all respects of what we do
- To represent the Arc, Oneida-Lewis Chapter 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 seek training and assistance in areas that would strengthen the ability to fulfill our responsibilities to the individuals and to the Agency
- To avoid conflicts of interest, including the acceptance and giving of gifts
- To conserve Agency resources by not engaging in wasteful behavior
- To treat confidentially all information related to The Arc, Oneida-Lewis Chapter and to respect the privacy of individuals and fellow employees
- To complete tasks in a timely manner and meet expectations for the quality of work that the Agency strives to achieve
- To bill individuals and third party payors accurately
- To report to a supervisor or to the Compliance Hotline any potential violation of applicable laws, regulations, and/or policies including the Corporate Compliance Plan
- To respect the role of the Board and management and to fully implement their decisions
- To consult The Arc, Oneida-Lewis Chapter leadership when questions arise as to the conduct permitted under applicable laws, regulations and policies, including the Corporate Compliance plan