

Happiness House

Finger Lakes Cerebral Palsy Association

SUBJECT: Agency – Personnel and Corporate Compliance Policy

TOPIC: Code of Conduct

POLICY:

Happiness House employees, volunteers, and contractors shall comply with all applicable laws and regulations that affect its various programs. Each employee, volunteer, and contractor is obligated to observe and follow agency policy to maintain proper standards of conduct at all times. Should an employee's or contractor's behavior conflict with our Mission, Vision or Values or with the orderly and efficient operation of the Agency corrective disciplinary measures will be taken.

All employees are expected to strive to fulfill the Mission, Vision, and Values of Happiness House. These foundation documents are the cornerstone of our planning and decision making process.

Our Mission:

Happiness House is an educational, health, and human service organization that excels in providing the highest quality integrated programs and services to children and adults with and without disabilities, to their families and to the Finger Lakes community. Our belief in the principles of equal opportunity, independence and realization of individual potential is the cornerstone of who we are and what we do. We believe *“What Happens Here Changes Lives Forever.”*

Our Vision:

We envision every community being ready to welcome and utilize the talents and abilities of all individuals. Happiness House will play a significant leadership role in making this a reality. We will lead by an unwavering commitment to our clients and their families, as well as by our cumulative skills and wisdom as a premier provider of disability services. Our practice of quality leadership and service provision will be based upon:

Our Values:

- Commitment to the integration of community resources to create opportunities for lifelong learning and development.
- Respect for the dignity and self-worth of each individual.
- Educational, recreational, residential and clinical services that are empowering, individualized and family centered.
- Excellence in service provision
- Development and recognition of our consumers, employees and all others whose lives we touch

Standards of Conduct:

- Happiness House employees and agents shall show proper respect and consideration for each other, consumers, consumer's families, and all those whose lives we touch, regardless of position or station. Happiness House employees are to respect and protect the rights of consumers.
- Happiness House employees and contractors shall be honest in doing their jobs.
- Happiness House employees are to present themselves in a positive and professional manner when interacting with those we serve, their families, peers and/or any community members during the performance of their job.
- Happiness House, by and through its employees, volunteers and contractors shall comply with all applicable laws; regulations, standards and other requirements imposed by any level of government.
- Happiness House employees shall comply with all requirements of the Medicare and Medicaid programs.
- Happiness House employees are expected to report any abusive treatment they witness immediately. Failure to make such a report will be treated as a serious disciplinary offense.

- Happiness House employees and contractors shall promptly report all suspected violations of the Code of Conduct, Compliance Guidelines, operational policies, laws or regulations to the Compliance Officer.
- Happiness House shall not permit any action of retaliation or reprisal to be taken against an employee who reports a violation of law, regulation, standard, procedure, or policy.
- Happiness House employees are expected to report any unsafe working condition to their Program Administrator immediately so the situation can be corrected.
- Happiness House shall only employ or work with persons with proper credentials, experience and expertise to perform their job functions.
- Happiness House employees and agents shall observe safe work practices.
- It is every employee's responsibility to maintain Happiness House's integrity and reputation.
- Quality services can only be delivered through the use of qualified, competent staff. Happiness House will contribute to an employee's competence by making available continuing job-related education and training within the limits of its resources. Employees are expected to participate fully in the trainings made available to them.
- Happiness House employees are to provide services as defined by consumer's individual service plans.
- Happiness House employees and contractors shall respect and protect the confidentiality of consumer records and other personal information. The standards for confidentiality are clearly set in the HIPAA (Health Insurance Portability and Accountability Act) Policies. Any employee or volunteer that obtains information regarding the HIV status of other employees or consumers shall hold that information with the confidentiality defined in the HIV – Policy. HIV related information will not be examined, removed, copied, disclosed or discussed with any party unless such party is authorized to access such information pursuant to Public Health Law. An intentional breach of confidentiality concerning any consumer(s) may be grounds for dismissal.
- Confidential information obtained as an employee or contractor of Happiness House shall be held in confidence even after Happiness House no longer employs said persons.
- All officers, employees or agents engaged in the award and administration of contracts or other financial awards will not solicit or accept personal gratuities, favors or anything of significant monetary value from contractors or potential contractors.
- Employees and contractors are expected to report any observed misuse of Happiness House's property to management staff.
- No claim for payment or reimbursement of any kind that is false, fraudulent, inaccurate or fictitious may be submitted. No falsification of medical, time or other records that are used as the basis of submitting claims will be tolerated.
- Happiness House will bill only for services actually rendered and which are fully documented in the person's record. If the service must be coded, then only billing codes that accurately describe the services provided will be used.
- Happiness House shall maintain complete thorough clinical and billing records. Each employee is expected to check all documentation prior to submission to ensure its accuracy.
- All reports or other information required to be provided to any federal, state, or local government agency shall be accurate, complete, and filed on time.
- Employees who perform billing and/or coding of claims must take every reasonable precaution to ensure that their work is accurate, timely, and in compliance with federal and state laws and regulations and Happiness House's policies.
- No deficiency or error should be ignored or covered up. Problems should be brought to the attention of those who can properly assess and resolve the problem.
- Happiness House shall act promptly to investigate and correct the problem if errors in claims that have been submitted are discovered.

- Employees, volunteers, and contractors shall not:
 - abuse, mistreat, or neglect any consumer. Should an allegation of abuse, mistreatment, or neglect be made against an employee, Happiness House will take all necessary steps to protect the consumer, while completing an investigation. Disciplinary action will be taken, whenever warranted.
 - display discriminatory treatment, harassment, abuse, or intimidation of others. Violations may result in discipline up to and including dismissal.
 - distribute, sell, possess, purchase, or consume illegal substances or alcohol while working.

- come to work, or work if their ability to perform their job is impaired due the use of alcohol, a controlled substance, an illegal substance, or a prescribed medication.
- use Happiness House's or a consumer's resources for personal or improper purposes, or permit others to do so. Any improper financial gain to the employee through misconduct involving misuse of Happiness House or a consumer's property is prohibited, including the outright theft of property or embezzlement of money.
- reveal or use any confidential information concerning Happiness House, for personal gain.
- carry firearms or other weapons on the grounds of the facility or while in the capacity of providing services to a consumer.
- Participate in any financial interaction with a consumer or their family, which may be construed as exploitation of that consumer or result in a greater benefit to the employee or volunteer than the consumer.
- form inappropriate social relationships with consumers or engage in any form of sexual activity with a consumer. Employees are not to supply pornographic or other sexually explicit materials to consumers. In those cases where an individual's treatment plan authorizes presentation of such materials to the consumer, staff shall not infringe on the consumer's rights to obtain said materials.
- borrow or take property from consumers for personal use.
- require a consumer to carry out the duties of an employee unless such tasks are described in their service plan for the purpose of improving their skills.
- pursue any business opportunity that requires engaging in unethical or illegal activity.

PROCEDURE:

Person Responsible	Responsibility
1. Director of Human Resources or designee	1. Ensures that all new employees, volunteers, or contractors will review the <i>Code of Conduct</i> and sign a statement that they understand the expectations. A copy of this signature page will be maintained in the employee's, volunteer's, or contractor's file.
2. Employees, Volunteers, Contractors	2. Reports any suspected violations of the <i>Code of Conduct</i> to their Supervisor, Director, the Corporate Compliance Officer, and/or the Executive Director. These situations will be handled as a corporate compliance concern, employee performance concern or incident. Please refer the agency's policies on these topics for detailed information.

Approved: 12/2005

Revised: