

Standards of Conduct

Policy Number:	435b-Form	Manual(s):	Human Resources
Effective Date:	7/15/19	Related Document(s):	435.0; 435.1; 435a-Form
Board Approved:	n/a	Responsible Staff Title:	Director of Human Resources

Employees of Cazenovia Recovery Systems, Inc. have an obligation to observe and follow the agency’s policies and procedures and abide by its Standards of Conduct at all times. If an individual’s behavior interferes with the orderly and efficient operations of the agency, disciplinary and/or remedial action will be taken.

The following list describes examples of impermissible conduct that violate the agency's Standards of Conduct:

1. Intentionally lying or misrepresenting information, including falsifying employment or other organizational records.
2. Violating any agency rule, guideline, policy or practice.
3. Insubordination.
4. Circumvention of proper lines of authority.
5. Willful or negligent non-performance of assigned duties, or refusing to perform duties as instructed by a manager.
6. Misusing agency supplies (excessive, unnecessary, or unauthorized use, especially for personal purposes).
7. Failing to maintain confidentiality of organizational or client information as outlined below.
8. Bringing or using alcoholic beverages, tobacco products, marijuana, or illegal drugs on the property.
9. Reporting to work intoxicated or under the influence of non-prescribed drugs and/or participating in the following: the illegal manufacture, possession, use, sale, distribution, or transportation of drugs or any other mood altering, non-prescribed chemicals.
10. Intentionally causing bodily harm, emotional distress, or injury to another person in the course of employment. Examples include fighting or using obscene, abusive, or threatening language or gestures.
11. Disregarding safety or health regulations, including disregarding reporting of incidents or errors.
12. Violating the agency’s nondiscrimination and/or harassment policy.
13. Violating the non-intimidation and/or non-retaliation aspect of the agency’s Whistleblower policy.

14. Being discourteous to clients, clients' families, coworkers or other associates of the agency.
15. Sleeping while on the job.
16. Soliciting or accepting gratuities from clients.
17. Violating the agency's Tobacco-Free policy.
18. Non-professional interaction with clients as outlined in "Association with Residents" in the agency's Employee Handbook.

Confidentiality of Resident Records

All agency resident records maintained by Cazenovia Recovery Systems, Inc. are protected from unauthorized disclosure in order to protect the confidentiality of residents. The agency and its employees must comply with regulations governing New York State Mental Hygiene Law §33.13 and Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2.

All Cazenovia staff, including interns, may not say to a person outside the agency that an individual is a resident of an agency program or disclose any information identifying this individual as a resident unless the appropriate steps have been taken to authorize disclosure.

Any current or past resident records maintained by Cazenovia Recovery Systems, Inc. are protected from unauthorized disclosure in order to ensure confidentiality. These records include any information about a resident, such as identity, address, service, or treatment information and all communications made by them to the program staff (whether in writing or recorded in some other form). Memories and impressions of a resident by program staff are considered "records" protected by regulations even if they are not in recorded form.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

Compliance with Corporate Plan, Policies and Procedures

Cazenovia Recovery Systems, Inc. is required to establish a corporate compliance program as a Medicaid and Managed Care provider and will comply with all related federal and state standards. Our compliance program is a system of internal controls, operating procedures, and organizational policies that are designed to ensure that rules that apply to the agency are regularly followed. By signing the acknowledgement below, the employee agrees that they have reviewed and understand the elements of the agency’s Corporate Compliance Plan, which include:

1. The Standards of Conduct that describe Cazenovia Recovery Systems, Inc.’s compliance expectations for all employees.
2. The identification of the Compliance Officer responsible for the day-to-day oversight of corporate compliance.
3. The employee’s responsibility to attend the annual compliance-related training and education programs for all affected employees that convey expected ethical and legal conduct and each employee’s role in compliance.
4. How offenses can be reported to the Compliance Officer and expectations for the subsequent investigation.
5. How confidentiality will be protected if an employee makes a compliance report.
6. A review of the policy of non-intimidation and non-retaliation for good faith participation in the compliance program for reporting compliance concerns.
7. An overview of the disciplinary standards and how enforcement of these standards gives the program credibility, integrity, prevent recurrence, and ensure effectiveness.
8. An employee’s responsibility to become familiar with the Corporate Compliance Plan and all related policies and procedures.

Review Date	Revision Date	Revisions	Revising Staff Name
7/15/20	11/20/20	n/a	Eileen Dietsch
July, 2021	11/09/21	yes	Kristin Minervini
July, 2022	12/19/22	n/a	Kristin Minervini
July 2023			

Acknowledgments

I understand that these Standards of Conduct describe important information about Cazenovia Recovery Systems, Inc. and I understand that I should consult my supervisor regarding any questions I might have.

By signing below, I acknowledge that I have received a copy of the Standards of Conduct and have reviewed relevant and related policies, including the Professional Performance Improvement Plan policy, the Resolving Complaints in the Workplace policy, and the Whistleblower policy.

I also acknowledge receipt of the Confidentiality of Resident Information Acknowledgement and understand my responsibilities to maintain confidentiality.

In addition, I acknowledge that I have received training on the Corporate Compliance Plan, and have reviewed it and all related policies and documents. I understand that it is my responsibility to read and comply with the policies contained herein and revisions made to it.

Since the information and policies described herein are subject to change, I acknowledge that revisions may occur. I also acknowledge that such revised information may supersede, modify, or eliminate existing policies. I understand that all such changes will be communicated through official notices and I have a responsibility to read those notices.

I acknowledge that nothing in this document modifies my at will employment status.

I acknowledge I have received this four-page document with statements for Standards of Conduct, information on confidentiality and compliance with the Corporate Compliance Plan, and related policies and procedures.

Employee Signature

Date

Employee Name (Typed or Printed)