

**Madison Cortland Chapter NYSARC, Inc.**  
**Corporate Compliance Program Plan**  
**Standards of Conduct**

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**Purpose**

The Standards of Conduct of Madison Cortland Chapter NYSARC Inc. (hereafter referred to as ‘the Chapter’), is an integral component of our Corporate Compliance Program and provides guidance to all employees and assists us in carrying out our daily activities within appropriate ethical and legal standards. These obligations apply to our relationships with our individuals, affiliate corporations, third-party payers, independent contractors, vendors, consultants, and one another.

These standards are a critical component of our overall Corporate Compliance Program and are developed to ensure we meet our ethical standards and comply with applicable laws and regulations. Every employee will commit to an environment in which compliance with rules, regulations, and sound business practices are woven into our culture. We accept the responsibility to abide by our Standards of Conduct and adhere to our Corporate Compliance Program Plan.

We expect all Chapter employees with supervisory responsibility to:

1. Create an environment where all employees feel free to raise concerns and propose ideas.
2. Ensure their employees have information to comply with laws, regulations, and policies, as well as the resources to resolve ethical dilemmas. They must help create a culture within the Chapter that promotes the agency’s standards of ethics, quality, and compliance.

**Our Standards of Conduct**

The Arc Madison Cortland is dedicated to working with people with disabilities, and assisting them to improve their life’s situation. We believe in maintaining an atmosphere of mutual respect for each other and are committed to each employee. We understand their value in accomplishing our mission. It is the policy of the Chapter to conduct all business in accordance with uncompromising ethical standards. We are committed to complying with all applicable laws and regulations. We believe integrity and trust are essential to the mission of service to individuals with disabilities. Adherence to such standards will not be traded or compromised for financial, professional or other business objectives.

We ensure that all aspects of individual care and business conduct are performed in compliance with our mission/vision statement, policies and procedures, professional standards and applicable governmental laws, rules and regulations. The Chapter expects every person who provides services to adhere to the highest ethical standard and to promote ethical behavior. Any whose behavior is found to violate ethical standards will be disciplined appropriately.

### To The Individuals We Support

We are committed to ensuring that the individuals we support are treated in a manner that preserves their dignity, autonomy, self-esteem, rights and involvement in their own plan of care. We treat all individuals with warmth and respect and provide care that is both necessary and appropriate. We make no distinction in our services based on age, gender, disabilities, race, color, religion, sexual orientation, or national origin. We realize the importance of maintaining confidentiality in regards to personal health information.

### To Our Colleagues

We are committed to a work environment in which we treat all colleagues with fairness, dignity and respect. We support each other in our opportunities to grow, develop professionally, and work in a team environment in which all ideas are considered.

### To Our Regulators

We are committed to an environment in which compliance with rules, regulations, and sound business practices is woven into the Chapter's culture. We accept the responsibility to aggressively self-govern and monitor adherence to the requirements of law and to our Standards of Conduct.

### To Our Volunteers

We are committed to ensuring that our volunteers feel a sense of meaningfulness from their volunteer work and receive recognition for their volunteer efforts.

### To The Community

We are committed to understanding the particular needs of the communities we serve and providing these communities with quality and cost-effective services. We believe as an organization that we have a responsibility to help those in need.

### To Our Subcontractors and Suppliers

We commit to managing our subcontractor and supplier relationships in a fair and reasonable manner, free from conflicts of interest and consistent with all applicable laws and good business practices.

### Prohibited Practices

It is expected that all employees behave in an orderly and congenial manner in dealing with other staff and the individuals we support. We believe that rules of conduct (*See Prohibited Practices as listed within The Arc Madison Cortland's Employee Handbook*) must be observed in order to promote a positive and ethical work environment.