

## NEW YORK STATE VETERANS' HOME

# CODE OF CONDUCT

NEW YORK STATE VETERANS' HOME  
EMPLOYEES, VOLUNTEERS, STUDENTS AND CONTRACTED  
PERSONNEL SHALL AT ALL TIMES IN THE PERFORMANCE OF  
THEIR DUTIES:

- Observe and comply with the organization's mission, vision, values, policies, procedures and all applicable rules, regulations and laws.
- Provide a physical environment that is safe for all residents, families, staff, volunteers, visitors and students.
- Treat all residents, families, staff, volunteers, visitors and students with professionalism, dignity and respect.
- Promote a culture of continuous quality improvement in care and service.
- Refuse to accept any gifts or gratuities from residents, visitors, families or vendors.
- Treat as confidential and safeguard at all times all medical, billing, employee and other facility owned information.
- Ensure that all bills are accurate and reflect services actually provided and documented.
- Report any instances of known or suspected non-compliance with applicable laws, regulations, policies or procedures to the organization's Compliance Officer, Senior Staff, Management or Supervisor without fear of retaliation.
- Promote a cooperative environment among providers that fosters an environment of trust, exchange of information, identification of errors and problem solving.
- Comply with the organization's zero tolerance policy with respect to harassment, threats, intimidation, discrimination and retaliation.
- Use the organization's property, network and software appropriately and only in connection with legitimate organizational activities.
- Cooperate fully with the organization's corporate Compliance Program, including active participation in training activities, audits and implementation of corrective actions.
- Ensure that all medical record documentation is timely and accurately completed, signed and dated as appropriate.
- Abstain from accessing social media sites from personal or facility electronic devices. When off premises, staff is expected to utilize social media sites in a responsible, professional manner and respect the reputation of the facility, its residents, families, staff and volunteers. To ensure the privacy of residents, staff and visitors, cell phones should only be used during breaks in non-residents areas.

**Compliance Hotline: (800)817-7085**