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.

- Promote a cooperative environment among providers that fosters an environment of trust, exchange of information, identification of errors and problem solving.

- Provide a physical environment that is safe for all residents, families, staff, volunteers, visitors and students.

- Comply with the organization’s zero tolerance policy with respect to harassment, threats, intimidation, discrimination and retaliation.

- Treat all residents, families, staff, volunteers, visitors and students with professionalism, dignity and respect.

- Use the organization’s property, network and software appropriately and only in connection with legitimate organizational activities.

- Promote a culture of continuous quality improvement in care and service.

- Cooperate fully with the organization’s corporate Compliance Program, including active participation in training activities, audits and implementation of corrective actions.

- Refuse to accept any gifts or gratuities from residents, visitors, families or vendors.

- 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