

CODE OF CONDUCT

The WJCS Code of Conduct reflects the organization's commitment to ethical behavior and establishes the standards by which the agency's business is conducted. The Code of Conduct is the backbone of the Compliance Program and the basic reference guide for the agency. It provides a process for proper decision-making and sets standards for everyday business practice.

Employees are expected to conduct themselves in a professional and respectful manner, and to abide by the policies and procedures of the Agency. Courtesy to clients, co-workers and other people who may have business with the Agency is a basic job requirement of all employees.

Employees shall conduct themselves in such a manner as to ensure the wellbeing, growth and development of clients and coworkers. In their attitude, language and personal relationships, employees are expected to show sensitivity for consumers' needs and strengths.

WJCS treats all clients with dignity and respect and values their right to privacy. All information about consumers is strictly confidential and should be treated in a professional manner and as allowable by law.

WJCS Commitment to Those We Serve

WJCS is committed to the highest standards of quality care.

WJCS is committed to treating our clients/consumers with dignity and compassion.

WJCS is committed to treating our clients/consumers with properly credentialed and licensed professionals.

WJCS is committed to informing clients/consumers of the plan of care for their individual treatment.

The WJCS Commitment to Employees

WJCS is committed to providing standards of ethical behavior for its employees and agents.

WJCS is committed to developing and enforcing policies and procedures that ensure compliance with local, state and federal laws, regulations and professional standards.

WJCS is committed to providing a safe and healthy workplace for employees, clients, agents and visitors to all the WJCS sites. All workplace hazards or unsafe conditions must be reported to a WJCS supervisor or the Safety Officer.

WJCS is committed to providing a workplace free of sexual harassment, cultural degradation or intimidation.

WJCS is committed to training every employee and agent about the Code of Ethics, the Code of Conduct, and the Compliance Helpline.

WJCS is committed to ensuring that no employee will be retaliated against for reporting potential violations.

WJCS is committed to monitoring the effectiveness of the compliance program and to modifying the Program as changes occur to laws, rules and regulations.

WJCS is committed to providing a work environment where employees are free to ask questions about compliance issues or report violations. Supervisors are encouraged to create an atmosphere of high ethical standards and support. They will provide leadership to staff who have questions and evaluate the staff's adherence to the compliance program.

WJCS is committed to addressing violations to the Compliance Program. Conduct in violation of these standards and rules may lead to serious sanctions, including termination.

WJCS Employees have a Responsibility to:

- ◆ Be honest in dealing with other staff, consumers, vendors and third parties.
- ◆ Treat colleagues with respect and dignity.
- ◆ Understand and follow the rules and regulations that govern the job.
- ◆ Keep accurate, complete and truthful records and documentation that supports the services provided.
- ◆ Refrain from assisting, participating, facilitating in or ignoring fraud, abuse or waste involving any funding source including but not limited to federal, state, county, and grants.

- ◆ Bill for actually rendered services in a timely, accurate and legible manner. Code services in an accurate manner without:

Billing for services that pay at a higher rate than documentation warrants.

Billing for services separately when they should be considered one unit.

Billing for services that are not necessary.

- ◆ Maintain the confidentiality of client information and information related to WJCS business operations. Consumer information is only given to those authorized to have it and should be treated with the highest level of confidentiality and comply with all HIPPA standards. It should never be used for personal purposes or be misappropriated.
- ◆ Safeguard WJCS computer records and keeping personnel data, client financial information, passwords, pricing, affiliations and tax examinations confidential to only those authorized to have that information.
- ◆ Comply with the law and cooperate with any government investigation.
- ◆ Comply with the antitrust laws in promoting fair competition. No employee shall enter into any understanding, agreement, plan or scheme with any competitor with regard to prices, fees, terms or conditions of sale of any service or product.
- ◆ Avoid putting oneself in a position in which one's own personal interests and those of WJCS are in conflict and consequently would interfere with the ethical performance of their job responsibilities.
- ◆ Refrain from giving or accepting any form of gifts or gratuities that might influence, or appear to influence, another person's judgment in the performance of his or her job duties.
- ◆ Refrain from offering or receiving anything of value to induce another person to purchase an item or service from WJCS, to refer to WJCS or to market WJCS' products or services.
- ◆ Occasional non-cash gifts from providers, contractors, producers, accounts, etc., that are limited to meal expenditures or entertainment must be disclosed to Executive staff.

- ◆ Occasional nominal non-cash gifts from people we serve and their families should be disclosed to your supervisor and when more than nominal, should be disclosed to Executive staff.
- ◆ Honorariums offered to staff for activities performed during the work day should be disclosed to Executive staff.
- ◆ Refrain from using WJCS property or services for personal gain; you may not remove or dispose of WJCS materials without proper authority.
- ◆ Attend mandatory compliance training sessions.
- ◆ Report any actual or potential violations of the law, the Code of Conduct, Compliance program, or other agency policies and procedures. Reports, questions and concerns can be brought to a supervisor, the Compliance Officer or the Compliance Helpline.