

**CODE OF ETHICS  
OF  
WESTCHESTER JEWISH COMMUNITY SERVICES, INC.  
COMMUNITY PROGRAMS OF WJCS, INC.  
HOME HEALTH SERVICES OF WJCS, INC.**

The WJCS Code of Ethics has been developed to acknowledge our responsibility to consumers, staff, volunteers, consultants and the community at large. We believe in the ethics and values outlined below, and we embrace these behaviors in our interactions with each other and those we serve. Adherence to the code is the fundamental responsibility of each member of this organization and all affiliated services. It requires all staff members to conduct themselves in a manner consistent with all of its provisions as well as related policies and procedures.

**PRINCIPLES OF ETHICAL BEHAVIOR**

- To ensure the dignity of all individuals at all times by acting with integrity, respect and courtesy.
- To fairly and accurately represent the organization and its services to the general public.
- To address the identified needs of consumers to the best of one's abilities, without knowingly resorting to unnecessary or non-efficacious care or treatment.
- To provide a uniform standard of care and conduct throughout the organization, regardless of the individual's race, age, gender identity, sexual orientation or ability to pay.
- To preserve the integrity of all clinical decisions and to ensure that such decision-making is uncompromised by financial considerations.
- To regard the health and safety of consumers as the first consideration and thus offer each consumer the full measure of professional skill, ability and experience.
- To continuously strive to enhance professional knowledge consistent with our best professional judgment.
- To uphold the dignity and honor of one's profession, and to accept its ethical principles and codes.
- To expose illegal or unethical conduct of others who are providing consumer care or services, without reprisal.
- To seek fair remuneration for professional services and never engage in practices in which fees are divided or other such exploitation in connection with the rendering of professional services.
- To conduct and maintain relationships with consumers, other healthcare providers and educational institutions, payers, and vendors free of conflicts of interest and with full disclosure of potential conflicts.

- To respect the confidential and personal nature of consumer records, always refusing to reveal their contents without proper consumer consent or other formal (legal) authorization.
- To offer information to consumers regarding services truthfully, accurately and fully, and not mislead consumers regarding the nature, cost or value of these services.
- To encourage consumers (families and significant others) to participate in the planning of their care to the extent that it is practical and possible.
- To inform all consumers of the therapeutic alternatives and the risk associated with the care they are seeking.
- To respect the consumer's background, culture, religion and heritage.
- To resolve conflicts among and between consumers, staff, and members of the Board fairly, objectively and as swiftly as possible; and in cases where mutual satisfaction is not achieved, to pursue available appeal process.
- To respect the rights, views and positions of all other staff, regardless of their degrees, discipline, status or duties.
- To regularly evaluate one's own professional strengths, limitations, biases, and level of effectiveness; to strive for self-improvements and professional development through further education and training.
- To refrain from using any substance that could diminish one's professional performance or conduct, or commit a violation of law.

## **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 well being, 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. The Agency will share information related to the care of clients only on a need-to-know basis 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 Westchester Jewish Community Services 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 modify 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 of 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.
- ◆ 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 given only to those authorized to have it.
- ◆ 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.
- ◆ Employees may accept business courtesies valued at not more than \$50.00 per person and not more than \$200 per year. Anything valued for more than that should be discussed with the Chief Executive Officer or the Chief Operating Officer prior to acceptance.
- ◆ 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 or policies and procedures. Reports, questions and concerns can be brought to a supervisor, the compliance officer or the Compliance Helpline.

The success of the Compliance Program depends on maintaining effective channels of communication. Please speak with the Compliance Officer if you have any questions or concerns regarding a compliance matter.

Westchester Jewish Community Services also has instituted a Compliance Helpline for use by anyone who knows of, or suspects any illegal, unethical or questionable activity. The Compliance Helpline is a confidential voice mailbox system.

To use the Compliance Helpline, simply call 914-761-0600 x725. Please leave your name, telephone number and the nature of the problem. If you would like to remain anonymous, please leave a message with as much detail as possible. Although we encourage talking with a supervisor first, the Helpline is available to those who are particularly uncomfortable speaking with a supervisor, or those who may not be satisfied with a supervisor's response to a compliance issue.

**Compliance Helpline                      914-761-0600 x725**

**Compliance Officer                      914-761-0600 x315**  
**Deborah Baker**

**Please note: Employers are not allowed to retaliate against employees who provide confidential information in good faith regarding possible questionable activities in the workplace.**

*Thank you for your ongoing support and commitment to the Westchester Jewish Community Services Compliance Program. Your understanding of the requirements and participation in the program is critical to its success.*