



Standards of Conduct

Purpose:

RCIL and LIFE (also referred to as the Agency) is committed to maintaining a professional work environment and to upholding a standard for professional conduct that ensures the well-being of our employees, volunteers, vendors, visitors, and individuals receiving services.

The Agency is committed to conducting its business ethically and in conformance with all Federal and State laws and regulations. To support this commitment, RCIL will maintain and update, as appropriate, written Standards of Conduct to provide guidance on employee organizational responsibilities related to compliance. The Standards of Conduct document serves as a foundational document that describes RCIL's fundamental principles, values, and commitment to conduct its business in an ethical manner.

Policy:

The Agency has enacted a Standards of Conduct consistent with the core values of the Agency that safeguards the interests of the Agency and all involved parties.

At a minimum, employees are expected to:

- Follow all Agency policies, rules, or directives;
- Deliver quality services;
- Comply with all applicable laws, rules, and regulations that affect the Agency's various programs;
- Act in a positive manner;
- Be respectful;
- Dress appropriately for work;
- Work scheduled hours;
- Interact professionally at all times;
- Refuse to participate in unethical or illegal conduct;
- Report any suspected fraud, waste, and abuse; illegal or unethical acts; actual and suspected violations of Federal or State laws and regulations as outlined by RCIL's Corporate Compliance Policy; and,
- Report actual or suspected violations of the Standards of Conduct, the Corporate Compliance Policy, and the Agency's policies and procedures.

The following are some, but not all inclusive, examples of employee misconduct or other acts or omissions that would result in disciplinary action, up to and including termination:

- Breach of trust or dishonesty.
- Insubordination.
- Use of profanity or abusive language, or yelling or speaking in a loud, disrespectful manner.
- Excessive absenteeism or tardiness, or failure to provide documentation substantiating absence or tardiness when requested.
- Unauthorized or unlawful manufacture, possession, distribution, sale, transfer or use of intoxicants, controlled substances, or illegal drugs in the workplace.
- Consumer abuse, fraud, neglect, or exploitation.
- Violation of safety or health rules.
- Disclosure of internal documents, including financial information, with persons outside the Agency without prior authorization from the CEO or the President of the Board of Directors.
- Unauthorized disclosure of confidential or proprietary information.
- Misuse, misappropriation, theft, or failure to use due care related to property and resources belonging to RCIL or any employee, volunteer, vendor, visitor, or individual receiving services.
- Working or reporting to work under the influence of alcohol or illegal drugs.
- Being absent from the worksite without proper approval, taking unauthorized breaks, or sleeping during work hours.
- Fighting or threatening violence on Agency property or assigned worksites.
- Failing to maintain a professional demeanor even under provocation.
- Intentionally hurting others physically, verbally, or through various electronic and non-electronic media.
- Engaging in harassment or discrimination based on an individual's protected class.
- Falsifying, misrepresenting, or omitting information from Agency records including, but not limited to, consumer and employment records.
- Performing unauthorized personal work on Agency time or using Agency resources for personal gain.
- Intentionally destroying RCIL property including records, equipment, computers, hardware and software.
- Deliberately viewing pornographic material on RCIL premises or any worksite.
- Failing to advise your supervisor that you will not be reporting to work as scheduled due to absence or lateness.
- Failure to report any suspected fraud, waste, and abuse; illegal or unethical acts; and actual or suspected violations of Federal or State laws and regulations as outlined by RCIL's Corporate Compliance Policy.

- Failure to report actual or suspected violations of the Standards of Conduct, the Corporate Compliance Policy, and the Agency’s policies and procedures.

Employees should be alert to any situation that could violate the Agency’s Standards of Conduct and promptly report any issues, concerns, wrongdoing, violations, or suspected violations to their supervisor, Executive Vice President of Corporate Resources, Chief Corporate Compliance Officer, or Chief Executive Officer.

Regulatory Reference: Social Service Law 363-D and 18 NYCRR Part 521