

3.09 STANDARDS OF CONDUCT

In order for Clinical Associates of the Finger Lakes (CAFL) to operate efficiently and safely, it is necessary for all employees to observe the policies and procedures governing our work environment. The inability to do so may result in the need for disciplinary measures.

The purpose of CAFL's standards of conduct is to encourage public trust and to establish minimum standards of ethical conduct for all CAFL employees, to afford clear guidance, and to ensure that CAFL is free from improper influence.

REPORTABLE INCIDENTS

Incidents which pertain to Medicaid compliance are addressed in policy 9.00 Medicaid Compliance Program Policy, Code of Conduct section; please refer to that policy for guidance.

Reportable incidents, which may be reported to an employee's direct supervisor, the CEO, the Program Director, or the Director of HR, at minimum, include:

1. Physical, verbal or sexual harassment, or discriminatory statements or actions
2. Neglect of duty
3. Insubordination or refusal to comply with employer's instructions, unless such instructions are injurious to the employee's health and safety
4. Intentional falsification of any record, such as medical information, personnel records, payroll reports, mileage, or client records
5. Theft, intentional destruction or defacing of CAFL's, another employee's or client's property
6. Deliberate or careless conduct endangering the safety of self, other employees or clients
7. Possession, use or sale of alcoholic beverages or illegal substances during the work day, or reporting to work under the influence of drugs or alcohol
8. Possession of firearms
9. Excessive absenteeism or tardiness
10. Violation of a safety rule or safety practice
11. Failure to report to work without giving the agency notice
12. Crossing of professional boundaries
13. Engaging in intimidation or retaliation for good faith participation in the Medicaid Compliance program

INITIAL DISCUSSIONS

Before taking corrective action, the designated personnel will meet with the employee to discuss concerns and solutions. If the concern is ongoing and/or repeated, the designated personnel will explain why the need for corrective action may be warranted.

CORRECTIVE ACTION

Depending upon the severity of the matter, disciplinary measures may include counseling, a verbal warning, a written warning, suspension without pay, or termination. The appropriate corrective action will be determined by the agency. The agency does not guarantee that one form of action will necessarily precede another.

Refer to Policy 6.15 Complaint Management and 3.11 Progressive Discipline for additional details.