

Standards of Conduct

Standards of Conduct We believe that Standards of Conduct must be observed to promote a positive and ethical work environment. We pledge to abide by the laws, regulations and Agency policies and procedures including, but not limited to, those related to TRC’s Corporate Compliance Plan.

We, as individuals working for and on behalf of The Resource Center, have the responsibility of following specific Standards of Conduct, as described below:

Customer Focus:

To place the interests of the people we serve and their family members first and foremost in all aspects of what we do.

To treat all people with dignity and respect, and strictly adhere to all Agency policies regarding protecting individuals from abuse and mistreatment and reporting any and all instances of such behavior.

To maintain the highest standard of confidentiality regarding individuals served, and to protect information about individuals from unauthorized access.

Employee Focus:

To work cooperatively and respectfully with all TRC employees, Board members and agents to provide the highest quality of services.

To represent The Resource Center positively in the community and maintain confidentiality of Agency information.

To adhere to all applicable laws, regulations and TRC policies at all times.

To avoid conflicts of interest, including the acceptance and giving of gifts in exchange for preferential treatment.

To avoid outside employment that competes with, or could be seen to compete with, the operations of The Resource Center.

To adhere to TRC’s alcohol and drug free workplace policy.

To adhere to TRC polices which prohibit any kind of workplace harassment.

To adhere to TRC policy which prohibits firearms, other weapons, explosive devices or dangerous materials on TRC premises.

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CHAPTER 4 –Standard Operating Procedures Compliance	Manual: Agency Policy and Procedure	
Sections: 4.1.1- Standards of Conduct	Application: Agency-Wide	
	Executive Reviewer(s): Jaqueline Phelps, AED QAQI & Compliance; Jessica Smith, Director of Corporate Compliance	
Regulatory Ref: Federal & State Statutes	ABP: 10/3/07, 6/12, 6/10/14; 11/8/16; 1/15/19 Revised 12/19/2023	Page 1 of 2

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Standards of Conduct
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Corporate Compliance Focus :

To conduct all business and activities with the highest possible standards and in a fiscally responsible manner.

To complete tasks in a timely manner and meet expectations for the quality of work that TRC strives to achieve.

To ensure that all billing, documentation, and other record keeping complies with federal and state laws, regulations, guidelines and policies.

To report any knowledge of or suspicion of inappropriate, unethical, dishonest or illegal behavior to the appropriate person, your supervisor or TRC's Corporate Compliance Officer at (716) 661-1011.

Do the Right Thing

When identifying a compliance issue you should ask yourself the following questions:

Is it legal?

Is it the right thing to do?

How would it make me feel if I did it?

Would I be proud to tell others what I did?

How would it look to my family and friends, the people we support, TRC management, TRC Board of Directors and the general public?

TRC Compliance Hotline: (716) 661-1011

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