

Buffalo Hearing and Speech Center Code of Ethical Conduct

General Statement

The BHSC code of ethical conduct is based on our agency's mission, vision and is guided by our core values. It is important that these values be clearly communicated and continuously reinforced. Agency policies, guidelines and standards are designed and disseminated to ensure that these values are carried into day-to-day practice. Any violations, failure to report suspected violations or permitting and/or facilitating violations of this of this policy will be handled in accordance with our Performance Problems policy in our employee handbook.

The purpose of this Code of Ethical Conduct is to outline key guidelines for conduct to assist BHSC staff in making decisions that are ethical and in accordance with applicable policies, regulations and laws. BHSC expects all staff to act in a way that positively affects the operation and reputation of the agency.

Scope

All employees and Board members

Procedure

The mission of BHSC is to enrich the lives of adults, children & families by providing educational, therapeutic and communication programs and services.

The vision of BHSC is to always be the leading resource for excellence in clinical and educational outcomes regardless of peoples' needs and abilities.

Buffalo Hearing & Speech Center's Shared Values:

- ❖ **Accountability**
We take responsibility for our actions, following through on commitments to others; adhere to professional codes of conduct, and our agency's compliance program to eliminate fraud and abuse
- ❖ **Adaptability**
We are open and willing to accept change. We remain aware of change within our professional disciplines, compliance regulations, while remaining innovative to accomplish goals with our coworkers for students, families, and patients
- ❖ **Integrity**
We will take personal responsibility to act ethically and honestly in our interactions with coworkers, students, families, and patients
- ❖ **Respect**
We will appreciate the diversity of our coworkers, students, families and patients and will maintain professional boundaries and the confidentiality of others
- ❖ **Teamwork**
We will work collaboratively while acknowledging the abilities, efforts, and accomplishments of each other to establish and maintain a trusting work environment
- ❖ **Optimism**
We consistently present a positive attitude with a confident, enthusiastic spirit. We expect the best in others and believe our efforts will be successful. We reflect BHSC as a positive ambassador

The above agency values will be displayed in the workplace as described below:

1. **Accountability**

BHSC is responsible to coworkers, students, families, patients, supporters, and the community who have placed trust in BHSC. To uphold this trust, BHSC employees are expected to:

- Know and execute their job responsibilities reliably and with professionalism
- Take responsibility for their actions and work proactively to address problems and issues as they arise
- Adhere to the standards and expectations of all professional codes of conduct that may apply to individuals based on job title, licensure or certification
- Avoid situations that may result or be perceived to be in conflict with the interests, operations or reputation of the agency
- Seek the assistance of supervisors or others if they have questions or are uncertain of job responsibilities or expectations
- Comply with all applicable laws, regulations, and agency policies, including but not limited to, those addressing health and safety, confidentiality, sexual harassment, and non-discrimination, acknowledging that claims of ignorance, good intentions, or use of poor judgment are not acceptable excuses of noncompliance.
- Promptly report illegal or unethical activity or incidents as outlined in our compliance plan and whistleblower policy

2. **Adaptability**

BHSC, like individuals must be able to grow, adapt and respond to change in order to thrive. BHSC staff show their adaptability by:

- Continually seeking to understand the needs, abilities, and interests of each coworker, student, family, and patient
- Identify creative and innovative ways to effectively assist consumers in learning and achieving their goals.
- Recognize their own limitations and ask for assistance or advice when needed

3. **Integrity**

BHSC expects all employees to exhibit ethical and professional standards of behavior to daily work activities. BHSC staff shows integrity by:

- Taking personal responsibility for interactions and job responsibilities
- Fostering a work environment where integrity is rewarded
- Reporting suspected violations of illegal and unethical activity to our corporate compliance officer

4. **Respect**

Respect for other persons is reflected in consideration and appreciation for our diversity of abilities, culture, experiences and points of view. BHSC expects our employees to:

- Appreciate the skills, experience and diversity of coworkers, students, families and patients; seek to understand the point of view of others
- Interactions and communications with coworkers, students, families, and patients will be conducted in an honest and forthcoming manner
- Establish and maintain professional boundaries with coworkers, students, families and patients
- Respect privacy of our coworkers, students, families and patients and agency proprietary information

5. **Teamwork**

Teamwork is critical to the successful accomplishment of shared goals and outcomes. As team members who share the common mission of our agency BHSC staff is expected to:

- Work cooperatively with individuals representing divergent backgrounds, interests and points of view
- Communicate clearly, consistently and in a timely manner
- Acknowledge other's abilities, efforts, and accomplishments

6. Optimism

BHSC strives to maintain a positive and productive work environment which promotes the best possible outcomes for those we serve. To accomplish this, BHSC staff is expected to:

- Expect the best of coworkers, students, families and patients
- Recognize potential and believe our efforts will be successful
- Consistently present a positive attitude with a confident enthusiastic spirit
- Display empathy when working with both coworkers, students, families and patients
- Demonstrate patience with others, encouraging them to grow and learn
- Represent BHSC as a positive ambassador

Staff is encouraged to discuss any questions or concerns they may have regarding the Code of Ethical Conduct with a supervisor, Human Resources Director or with the Compliance Officer. Agency disciplinary policies as outline in our employee handbook under performance problems will be followed in the event of non-compliance with the above regulations.