Melmark's Code of Conduct outlines our guiding principles. We refer to these principles as our “Absolutes”. While these Absolutes are not substitutes for common sense, individual judgment or personal integrity, they do provide us with a consistent framework for and general guidance on our conduct, actions and decisions.

We Care For And Respect The Children And Adults We Serve

- We will provide the highest level of care, service, supervision, and respect to the individuals who are entrusted in our care and will, above all, ensure their safety and comfort at all times.
- We will do all we can to help our individuals achieve their fullest developmental potential.
- We are committed to fostering an environment which provides our individuals with enjoyment, fulfillment and happiness.
- We will not tolerate neglect, abuse, mistreatment, and/or any rights violations of any of our individuals, and will take prompt and appropriate action in the event such occurs. We hold one another accountable to report potential neglect, abuse, and mistreatment or rights violations immediately.
- We are committed to prompt and regular attendance to ensure continuity of care and services to those we serve.

We Care For And Respect The Families Of Those We Serve

- We facilitate participation and collaboration with family members in developing plans to best meet the needs of their family members.
- We encourage the collaborative input, feedback and recommendations of the families of those we serve.
- We will be good listeners and demonstrate empathy and understanding to family members.
- We encourage and welcome visitation by family members and friends during times that are in the best interest of the children and adults we serve.
- We will greet family members and friends when they visit and act as good hosts or hostesses to them.
We Care For And Respect Each Other

- We recognize that we are each other’s most valuable asset and we work together as partners in our mission and in our successes.
- We are committed to a workplace that is respectful to all and that is free from violence, harassment and discrimination.
- We will treat one another fairly and with dignity and respect, regardless of their position or status within the organization, and regardless of their race, color, religion, gender, age, marital status, national origin, veteran status, disability or sexual orientation.
- We are committed to open communication and share our ideas, suggestions, questions and concerns in an appropriate forum and manner.
- We are committed to excellence and we provide and participate in ongoing training, development, education, feedback and coaching.
- We will provide regular and comprehensive performance evaluations and career mentoring opportunities to those we supervise.
- We will base any decisions entrusted to us related to promotions, compensation, training opportunities and corrective action solely on competence, qualifications and performance and do not base such decisions in whole or in part, upon personal friendships or relationships, or based on race, color, religion, gender, age, marital status, national origin, veteran status, disability or sexual orientation.

We Protect The Privacy Of The Individuals We Serve And Of Our Staff

- We comply with all federal, state and local laws and regulations regarding the confidential treatment of information regarding our individuals and our employees, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA).
- We will take reasonable precautions to protect all confidential or sensitive information from inappropriate disclosure and we will not use or disclose any personal or health information without appropriate permission, except as permitted by HIPAA and/or any other applicable laws.
- We will only collect personal information that is required to pursue our business operations and to comply with all government reporting and disclosure requirements.
We Value And Are Committed To Honesty And Integrity In All We Do

- We ensure honesty and integrity in all activities and communication conducted on behalf of Melmark.
- We will accurately and honestly represent Melmark and will not engage in any activity intended to defraud any person or entity, including federal, state or local governments, of money, property or services.
- We will comply with the laws and regulations of all licensing and regulatory bodies, including the requirements of Medicare, Medicaid and other federal and state healthcare programs.
- We will only submit for payment or reimbursement claims for services in accordance with all regulatory and/or funding requirements.
- We will ensure that all of our actions are in compliance with all federal and state laws and regulations including, but not limited to, the False Claim Act and the Anti-kickback Statute.
- We will maintain all company business data, records and reports completely and honestly. All accounting books and records will be maintained according to generally-accepted accounting principles, established accounting policies and practices and internal control procedures.
- We will take immediate steps to alert appropriate personnel if inaccuracies are discovered in claims that have been submitted for reimbursement.
- We will promptly report any concerns we may have regarding a potential false claim, waste, or abuse and will promptly report suspected violations of any statute or Melmark’s own Policies and Procedures.
- We will ensure the full protection of those who report concerns from retaliation of any kind.
We Pursue And Engage Only In Activities Which Are In The Best Interest Of Melmark And Those We Serve

- We will pursue the best interest of Melmark and those we serve in every situation and we will not engage in or pursue any activity, personal or otherwise, which might conflict, or appear to conflict, with the interests of Melmark.
- We will not enter into any business arrangement on behalf of Melmark with any member of our family, or with friends, or with any organization in which a family member or friend is associated, without disclosing the relationship to our supervisor and without getting approval from a member of the Executive Committee to enter into the business arrangement.
- We will not enter into any business relationships or have any association or connection with another provider or organization which might result in any conflict of interest or which might conflict with the mission, values or goals of Melmark.
- We will not solicit, provide or accept gifts, favors or hospitality from our individuals, family members, visitors, vendors or other organization with whom we might do business if the gift, favor or hospitality might influence our decision on whether or not to enter or continue a business relationship. If in doubt about the appropriateness of a gift, favor or hospitality, we will seek guidance from our supervisor or from Human Resources.
- We strive to preserve and protect Melmark’s assets by making prudent and effective use of Melmark resources and we ensure the proper and accurate reporting of Melmark’s financial condition.
- We are mindful of the environmental impact of our work-related actions and behavior and will do all we can to protect the environment of our campus, our state and our planet.
Standards of Professionalism

In addition to our Code of Conduct and Absolutes, we have developed Standards of Professionalism to provide further guidance and clarity on our expectations for all Melmark employees.

Communication

- Ensures words, tone of voice, body language and eye contact demonstrate professionalism, respect and helpfulness.
- Acknowledges the presence of others and smiles and greets others in a friendly and pleasant manner.
- Is an active and empathetic listener.
- When using written communication, including email, uses appropriate greetings, and communicates concisely and respectfully.
- Answers the telephone in a pleasant manner. Identifies self and department and offers assistance.
- Discusses problems and concerns in an appropriate forum and in a courteous and professional manner. Remains open and objective to considering differing viewpoints and works collaboratively to find a solution.
- Understands and follows appropriate communication channels and forums both within department and within Melmark as a whole.
- Demonstrates tact, respect, sound judgment and professionalism when communicating differing opinions with others, when sharing constructive feedback and/or in all other communication.
- Communicates with Melmark’s individuals, their family members, visitors, co-workers, supervisors and others in a clear, accurate and concise manner. Takes the time to clarify information and ensures a common understanding of information shared and received.
- Uses a positive communication approach and demonstrates a supportive attitude when talking with or about Melmark, the individuals we serve, their families, visitors, community members and/or colleagues.
Honesty, Integrity & Ethics

- Maintains the confidentiality and privacy of information regarding the individuals Melmark serves, their families and/or significant others. Maintains the confidentiality and privacy of information related to Melmark employees and/or to sensitive organizational information.
- Accesses only information for which there is a direct need to know.
- Does not spread or get caught up in gossip.
- Communicates in an open, truthful and accurate manner at all times.
- Honors the trust and respects the dignity of those we serve.
- Actively solicits feedback and willingly accepts responsibility for actions.
- Evaluates potential ethical, moral or conflict of interest decisions and makes sound and appropriate choices. Proactively seeks advice from a supervisor or Human Resources as needed.

Respect, Courtesy & Compassion

- Consistently treats others with courtesy, empathy, respect and kindness.
- Displays sensitivity and compassion with our individuals, family members, visitors, co-workers and supervisors and encourages others to do the same.
- Always says “please” and “thank you” and lets others know their assistance is appreciated.
- Recognizes and respects diversity. Builds relationships with those who are from differing backgrounds and respects and appreciates the cultural differences of all people.
- Refrains from making comments that could be perceived as insensitive, hurtful or offensive.
Professional Responsibility and Ownership

- Attends all required meetings, in-services and training programs. Strives to be a life-long learner, and pursues continuing education and professional development.
- Arrives to meetings on time and prepared to fully participate in and contribute toward meeting objectives.
- Maintains all required credentials and certifications and remains current on best practices in his or her area of responsibility.
- Maintains current knowledge on how to best meet the diverse needs of the population we serve relative to age, disability or other individual differences.
- Models Melmark’s mission, vision and Absolutes.
- Follows all Melmark policies, work rules, code of conduct, safety protocols and standards and performs job duties in accordance with all applicable regulatory requirements.
- Demonstrates a willingness to accept and support change and is a collaborative partner in the successful implementation and roll out of changes in policies and procedures. Provides assurance and support when educating staff on new policies and procedures to employees.
- Promptly and accurately reports all potential violations of Melmark Policies, Code of Conduct and/or all potential issues of neglect or abuse. Fully participates and cooperates in all investigations of these matters.
- Makes recommendations for improving processes, preventing and/or resolving problems and demonstrates a “see it,” “own it,” “fix it” attitude.

Stewardship

- Recognizes time as a valuable resource. Uses time efficiently and wisely and respects the time of others.
- Effectively prioritizes work time and completes work in an organized, efficient and timely manner.
- Works in an independent manner, demonstrating initiative and a commitment to accomplish program or departmental goals and objectives and position responsibilities.
- Works carefully and with attention to detail, ensuring a high level of accuracy and quality of work.
- Uses supplies carefully and efficiently without waste.
- Reduces, reuses or recycles disposable materials and minimizes the unnecessary disposal of such materials.
- Maintains a clean, clutter-free and safe work environment.
- Cares for, maintains and protects physical plant, property and equipment.
Teamwork
- Proactively assists other employees and departments to achieve goals and accomplish daily tasks.
- Works cooperatively with others and earns the respect and support of team members.
- Demonstrates tact, support, diplomacy, patience and flexibility in working relationships with others and works collaboratively with others to support departmental and/or organizational goals and objectives.
- Shares knowledge and expertise with others to ensure the success of the team.
- Remains composed and professional in stressful situations and is a supportive and calming influence to team members.
- Welcomes new employees, offers assistance, and inspires. Plays an active role in their smooth and successful transition to Melmark.
- Recognizes the contribution of others, affirms and celebrates their success.

Attendance and Punctuality
- Keeps unscheduled time off to a minimum and uses it on a need only basis.
- When an emergent need arises to take unscheduled time off, provides supervisor with as much advance notice as possible. At minimum, follows call off procedures.
- Consistently reports to work at assigned time.
- Takes breaks only as scheduled and reports back from breaks on time.
- Demonstrates flexibility with schedule and assists with providing coverage on different shifts and/or different days than normally scheduled, as needed.
- Plans in advance and makes appropriate arrangements to arrive at work during severe weather conditions and/or during other emergent conditions.