

## Our Mission, Vision, and Values

**Our Mission:** to empower and enrich the lives of people in recovery, coping with a mental illness, and/or diagnosed with a developmental disability. This is accomplished by offering services and supports in an inclusive, people-centered environment.

**Our Vision:** all individuals are respected and lead lives of personal fulfillment and acceptance within our community.

### Our Values:

Respect

Honesty

Integrity



Unity House of Cayuga County Inc.  
34 Wright Ave., Suite C  
Auburn, NY 13021



## Corporate Compliance Program

What our consumers, their families and advocates should know

# Unity House's Corporate Compliance Program

Unity House is committed to providing safe, appropriate, high quality services to our consumers, and doing so in a way that prevents fraud, waste, and abuse within our programs.

Our ethical standards, training, practices and the quality of our services are monitored by our Quality Assurance Department and our Corporate Compliance Officer.

Your feedback is needed to help ensure our ethical standards and program quality remain the best available.

We have established a Corporate Compliance Hotline to allow anyone to make a confidential complaint about the services provided by Unity House.

**The hotline phone number is:  
315-252-3959**

Calls to this number go directly to a voice mailbox in which you may leave a confidential message.

Please use the hotline to communicate any concerns you have regarding our services. If confronted with a potential compliance issue, please do not initiate an investigation on your own as this may compromise ensuing investigations.



While the day-to-day responsibilities related to the Corporate Compliance Program fall to the Corporate Compliance Officer, the program is overseen by a committee which consists of at least three members of the Board of Directors, the Executive Director, the Director of Quality Assurance, and the Director of Finance.

This ensures that compliance concerns are brought to the attention of those at the highest levels within the agency and that these concerns are resolved swiftly and appropriately.

## **UNITY HOUSE OF CAYUGA COUNTY**

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