

Regulatory Excellence

As a provider of aging services, we are obligated to follow federal, state, and local laws that govern our business. We are all responsible for learning and staying current with these regulations in order to perform our job responsibilities.

This includes:

- Committing to honest and ethical billing and communications
- Avoiding any kickbacks for referrals
- Avoiding any inducements
- Respecting copyright laws
- Operating with standards of financial practices and controls
- Dealing fairly with everyone who comes in contact with each of us or the organization
- Ensuring integrity and accuracy in all documentation
- Voluntarily disclosing if we discover that we are out of compliance
- Cooperating with any government investigations

Disciplinary action will be taken against any Care Partner who fails to act in accordance with the Code of Conduct, the compliance and ethics program, supporting policies and procedures, or any applicable federal and state laws.

The success of this program depends upon your commitment to acting with integrity, both personally and professionally.

A Personal Obligation

You have a duty to report any issue you observe or perceive, regardless of your role.

The Three-Step Reporting Process:

1. Talk to your supervisor. He or she is most familiar with the laws, regulations, and policies that relate to your work.
2. If you are unable to speak with your supervisor, seek out another member of the management team or Human Resources.
3. If you still have a concern, contact the Compliance Official or a member of the organization's Compliance Committee.

If none of these actions resolve your issue, you may call the

COMPLIANCE LINE:
800-211-2713

Your calls are confidential and you may choose to speak **ANONYMOUSLY**.



COMPLIANCE &
RISK MANAGEMENT

Karla Dreisbach • Compliance Officer
FSA Compliance Services
460 Norristown Road, Suite 300
Blue Bell, PA 19422
215-646-0720 • Fax: 215-646-0724



Code of Conduct



Code of Conduct for Parker Health Group, Inc.

Parker Health Group is a provider of aging services.

Our compliance and ethics program covers the compliance issues, laws, regulations, and guidelines that are relevant to a provider of senior services including residential, assisted living, and skilled nursing services.

Our Code of Conduct is a shared responsibility that applies to every person at every level of our organization. This includes Care Partners, the Board of Trustees, volunteers, independent contractors, sub-contractors, and vendors who may provide or are involved with healthcare or billing services.

As you read this summary of our Code of Conduct, the term "Team Member" will be used. This term includes all Care Partners, vendors, contractors, volunteers, directors, and officers providing care and services on behalf of Parker Health Group.

Our Code of Conduct is supported and guided by policies and procedures. Any questions regarding our Code of Conduct or our policies and procedures should be directed to your immediate supervisor, the Compliance Official, any member of the Compliance Committee, or the Compliance Officer.

For a full copy of the Code of Conduct, please visit our website at parkerlife.org or contact your Compliance Official:

Antonette D. Chan

Director of Clinical Quality & Compliance
Email: achan@parkerlife.org
732.418.8630

Care Excellence

Our most important responsibility is to provide quality care to our residents. This means offering compassionate support to our residents and working toward the best possible outcomes, while following all applicable rules and regulations.

This includes:

- Honoring Resident Rights
- Zero tolerance for abuse or neglect; any instances of abuse or neglect are to be reported to your supervisor immediately
- Maintaining the confidentiality of all resident information
- Respecting and protecting resident property to prevent loss, theft, damage, or misuse
- Providing quality care
- Accurate assessments and care planning
- Providing only medically needed services
- Using current practice standards
- Maintaining accurate and timely documentation
- Measuring clinical outcomes
- Ensuring our Care Partners have the appropriate level of experience and qualifications to provide services
- Implementing Quality Assurance Performance Improvement programs to improve outcomes
- Committing to comprehensive medically needed services, with the Medical Director having oversight of physicians and other medical service

Professional Excellence

The reputation of our organization and the services we provide depends on the responsible and ethical behavior of every Care Partner. Whether you work directly with residents and patients, or in other areas that support our services, you are expected to conduct yourself with honesty, integrity, and professionalism at all times.

This includes:

- Proper screening of employees
- Hiring the best Care Partners, regardless of race, color, age, religion, national origin, gender identity, sexual orientation, or disability
- Making the workplace a safe, ethical, and comfortable environment, including a workplace free of substance abuse
- Ensuring company privacy and keeping proprietary information confidential
- Following the Business Courtesies and Resident Gift policies
- Reporting any actual or potential conflicts of interest
- Ensuring appropriate use of computers which eliminates improper or unlawful activity, downloads, or use of games
- Maintaining honest and ethical relationships with vendors
- Ensuring truth in marketing and advertising