

BETHANY HOME

Compliance Program

Code of Conduct

Code of Conduct

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BETHANY HOME

Scope

The Bethany Home Compliance Program Plan covers the compliance issues, laws and regulations and guidelines that are relevant to a provider of senior services including Senior Living Communities that may provide a wide range of healthcare services. This includes but is not limited to Medicare and Medicaid regulatory issues, guidelines from the Office of Inspector General, Internal Revenue Service and the Office of Civil Rights of the Department of Health and Human Services, Occupational Safety and Health Administration as well as other regulatory and business issues.

The term Associate defines the various individuals who are associated with **Bethany Home**. This includes, staff, vendors, contractors, directors and officers.

The scope of the program includes:

Policies and procedures that guide the organization in appropriate business practice and promote compliance with laws and governmental regulations;

Recommendations and resources for training programs that are mandatory for associates to ensure understanding of the Code of Conduct;

Distribution of a copy of the Code of Conduct to all employees and with a written acknowledgment of its receipt by the associate;

Structures that include appropriate disciplinary monitoring and review of potential fraud and abuse issues conducted to identify need for corrective action as well as additional training;

Mechanisms established to provide associates with a means to report potential noncompliance issues or other areas of concern without fear of retribution;

A process for corrective action that includes appropriate disciplinary measures, to address any issues of noncompliance;

Guidelines that have been developed for prevention of, and when required, in response to, identified compliance issues. This includes an annual review of the Compliance Program and modifications to the Program as appropriate;

Designation of a Compliance Officer and other appropriate bodies such as a Compliance Committee charged with the responsibility for developing, operating and monitoring the Compliance Program within the organization.

Any questions regarding the policies in this Code or references should be directed to the associate's immediate supervisor, the Compliance Liaison or member of the Compliance Committee or the Compliance Officer.

Structure and Organization

The Board of Directors of Bethany Home Association has established the following structure, reporting relationships and responsibilities to oversee the administration of Corporate Compliance and to ensure that all potential issues or violations identified by any associate are investigated and addressed.

Compliance & Privacy Officer (Compliance Officer)

The Human Resources Director serves as the Compliance & Privacy Officer, and assists the CEO and the Board of Directors in designing, establishing and overseeing efforts in establishing, maintaining and monitoring compliance within the organization.

The Compliance Officer works with the CEO and has periodic reporting responsibility to the Board of Directors. The Compliance Officer is responsible for the oversight of the development, implementation, training, monitoring and enforcement activities within the organization.

Management

The Chief Operating Officer carries the overall responsibility for creating a culture that values and emphasizes compliance and integrity and ensures privacy. As a central part of this role he/she serves on the Compliance Oversight Council.

The Corporate Compliance Officer is responsible for coordinating compliance activities. These activities include periodic audits, responses to hotlines and overseeing the organization's Compliance Committee.

Bethany Home's Compliance Committee is comprised of members of the management team. The Compliance Officer is the chair for this committee. The committee meets on a quarterly basis.

BETHANY HOME

Mission

Celebrating life's journey together in God's love

Scope

Bethany Home Association is a Continuing Care Retirement Community (CCRC) that provides a continuum of care including independent residential, assisted living and skilled nursing environments. This code applies to every person at every level of the organization, including employees, Board of Directors, volunteers, independent contractors, subcontractors and vendors who may provide or are involved with healthcare and/or billing. The term 'Resident' refers to individuals who receive the various types of healthcare or other services that provided.

Bethany Home Association is a Continuing Care Retirement Community licensed under the state of Kansas. (Kansas Department of Aging and Disabilities, KDADS)

Skilled Nursing
Assisted Living
Residential/Independent Living

***The CODE OF CONDUCT is supported by the policies and procedures of
Bethany Home Association.***

Code of Conduct

Introduction

The Code of Conduct (“The Code”) is the foundation of the Compliance Program. The Code of Conduct is a guide to appropriate workplace behavior; it will help associates make the right decisions when unsure how to respond to a situation. The Code applies to everyone including all staff, management, board of directors, volunteers, contractors and vendors. Staff must comply with both the spirit and the letter of all federal, state and local laws and regulations that apply to the healthcare and other services provided by Bethany Home Association, as well as, all laws that apply to business dealings. Violations of these laws and regulations can result in severe penalties for the Association and individuals, including financial penalties, exclusion from participation in government programs and in some cases imprisonment.

All associates share a commitment to legal, ethical and professional conduct in all business actions. Bethany Home Association supports these commitments in daily operations, caring for residents, ordering supplies, preparing meals, keeping records, taking physician orders, paying invoices and/or making decisions about the future of the organization.

The success of Bethany Home as a provider of healthcare and other services depends on you; your personal and professional integrity, your responsibility to act in good faith and your obligation to do the right things for the right reasons.

The Compliance Program provides principles, standards, training and tools to guide associates in meeting legal, ethical and professional responsibilities. As an associate, employees are responsible for supporting the Compliance Program in every aspect of workplace behavior. Employee performance review includes understanding and adhering to the compliance plan as it applies to the job responsibilities.

This handbook describes the Bethany Home Association Code of Conduct. It supplements the Employee Handbook and the specific Policies and Procedures that apply to each department and job responsibilities. As a business partner or contracted partner it provides guidelines and expectations for a continued relationship. The Code of Conduct discusses the importance of:

Care Excellence – providing quality, compassionate, respectful and clinically appropriate care.

Professional Excellence – maintaining ethical standards of healthcare and business practices.

Regulatory Excellence – complying with federal and state laws, regulations and guidelines that govern healthcare, housing services and other services provided.

A Shared Responsibility

Because Bethany Home is in the business of caring and providing services for others, it is critical that each associate adheres to appropriate standards of behavior. As individuals and as an organization all are responsible to many different groups. Each person must act ethically and responsibly in relations with:

- Residents and families;
- Colleagues and coworkers;
- Volunteers and affiliated colleagues;
- Healthcare payors, including the federal and state governments;
- Regulators, surveyors and monitoring agencies;
- Physicians, Nurse Practitioners, Physician Assistants;
- Vendors and suppliers;
- Business associates; and
- The Communities served.

Any compromise in standards could harm residents, coworkers and the organization. As with every organization providing healthcare, Bethany Home does business under very strict regulations and close governmental oversight. Fraud and abuse are serious issues. Sometimes even an innocent mistake can have significant consequences that could result in substantial penalties to Bethany Home and/or an individual.

All associates are required to complete training on the Code of Conduct and the Compliance Program as a condition of employment and must follow the Code to remain employed. The Code sets forth mandatory standards. **There is no justification for departing from the Code of Conduct no matter what the situation may be.** Every staff person is responsible for ensuring compliance with the Code and all policies and procedures. Any associate who violates any of these standards and/or policies and procedures is subject to discipline up to and including termination of employment.

A Personal Obligation

All associates of Bethany Home are responsible for following the Code of Conduct in daily work and enforcing The Code. All associates have a duty to report any problems he/she may observe or perceive, regardless of his/her role.

As an associate, employees must help ensure that he/she is doing everything practical to comply with applicable laws. If he/she observes or suspects a situation that he/she believes may be unethical, illegal, unprofessional or wrong, or he/she has a clinical, ethical or financial concern, he/she must report it. All associates are expected to satisfy this duty by complying with the Three-Step Reporting Process and Kansas required reporting obligations.

Compliance Line

There is a specific communication process for reporting compliance issues.

The Three Step Reporting Process

First, talk to the supervisor. He/she is most familiar with the laws, regulations and policies that relate to work.

Second, if the associate is not able to talk to the supervisor, he/she should seek out another member of the management team or the Human Resources Director.

Third, if the concern is unresolved, he/she must contact the Compliance Liaison or member of the organization's Compliance Committee.

If none of the above steps resolve the questions or concerns, or if preferred, associates may call the toll free Compliance Line at 800-211-2713 for assistance. All calls are confidential and associates may call *ANONYMOUSLY*.

Associates can make a report in good faith to the Compliance Line without fear of reprisal, retaliation or punishment for his/her actions. Anyone, including a supervisor, who retaliates against an associate for contacting the Compliance Line or reporting compliance issues in another manner, will be disciplined.

The Compliance Line is staffed by an outside agency and is available 24 hours, 7 days a week. Each call is investigated and kept confidential to the highest degree possible.

Care Excellence

Bethany Home Association's most important job is providing quality care to residents. This means offering compassionate support to all residents and working toward the best possible outcomes while following all applicable rules and regulations.

Resident Rights

Residents receiving healthcare and other services have clearly defined rights. To honor these, associates must:

- Make no distinction in the admission, transfer or discharge of a resident, or in the care we provide on the basis of race, gender, age, religion, national origin, disability, color, marital status, veteran status, medical condition, sexual orientation or other protected class status.

- Treat all residents in a manner that preserves their dignity, autonomy, self-esteem and civil rights;
- Protect every resident from physical, emotional, verbal or sexual abuse or neglect;
- Protect all aspects of resident privacy and confidentiality;
- Respect resident's personal property and money and protect it from loss, theft, improper use and damage;
- Respect the right of residents and their legal representatives to be informed of and participate in decision about their care and treatment;
- Respect the right of residents and/or their legal representatives to access their medical records as required by the Health Information Portability and Accountability Act (HIPAA);
- Recognize that residents have the right to consent or refuse care and the right to be informed of the medical consequences of such refusal;
- Protect resident's rights to be free from physical and chemical restraints; and
- Respect the residents' right to self-determination and autonomy.

Abuse and Neglect

Bethany Home Association will not tolerate any type of resident abuse or neglect – physical, emotional, verbal or sexual. Residents must be protected not only from associates but also other affiliates, family members, legal guardians, friends and/or any other person. This standard applies to all residents at all times. The state of Kansas defines abuse as the following:

Abuse – the infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm or pain or mental anguish, or deprivation by an individual, including a care taker of goods or services that are necessary to attain or maintain physical, mental and psychosocial well-being. This presumes that instance of abuse of all residents, even those in a coma, cause physical harm, or pain or mental anguish. The term includes the following:

- Verbal Abuse - Any use of oral, written, or gestured language that willfully includes disparaging and derogatory terms to clients or their families, or within their hearing distance, regardless of age, ability to comprehend or disability;
- Sexual Abuse – includes sexual harassment, sexual coercion or sexual assault;
- Physical Abuse – Includes hitting, slapping, pinching, kicking. The term also includes controlling behavior through corporal punishment or deprivation
- Mental Abuse – include humiliation, harassment, threats of punishment or deprivation;

- Involuntary Seclusion – Includes separation of a resident from other residents from his or her room or confinement to his or her room against the resident’s will or the will of the resident’s legal representative;
- Neglect – The deprivation by a caretaker of goods or service which are necessary to maintain physical or mental health.

Any associate who abuses or neglects a resident is subject to termination. In addition, legal or criminal action may be taken. Abuse and neglect must be reported immediately to a supervisor or other member of management under the mandatory reporting requirements in the state of Kansas. DO NOT call the Compliance Line for issues of abuse or neglect. Report them immediately!

Resident Confidentiality

Every associate must treat all resident information, including any documents or records that contain client-identifying information, medical records and/or charts as confidential. Associates must use and disclose medical, financial or personal information only in a manner consistent with the HIPAA Privacy policies and procedures and state and federal law.

Resident Property

Associates must respect residents’ personal property and protect it from loss, theft, damage and/or misuse. Associates who have access to property or funds must maintain accurate records and accounts.

Providing Quality of Care

As a Continuing Care Retirement Community (CCRC), Bethany Home Association’s primary commitment is to provide the care, services and products necessary to help each resident reach or maintain his or her highest possible level of physical, mental and psychosocial well-being. Bethany Home has policies and procedures and provides training and education to help each associate strive to achieve this goal. Employees will learn about policies and procedures specific to the job responsibilities as part of his/her employment orientation and training.

Bethany Home Association care standards include:

- Accurately assessing the individual needs of each resident and developing interdisciplinary care plans that meet those assessed needs;
- Reviewing goals and plans of care to ensure that the residents’ ongoing needs are being met;

- Providing only medically necessary, physician prescribed services and products that meet the residents' clinical needs;
- Confirming that services and products (including medications) are within accepted standards of practice for the resident's clinical condition;
- Ensuring that services and products are reasonable in terms of frequency, amount and duration;
- Measuring clinical outcomes and resident satisfaction to confirm that quality of care goals are met;
- Providing accurate and timely clinical and financial documentation and record-keeping;
- Ensuring that residents care is given only by properly licensed and credentialed providers with appropriate background, experience and expertise;
- Reviewing resident care policies and procedures and clinical protocols to ensure that meet current standards of practice; and
- Monitoring and improving clinical outcomes through a Quality Improvement Committee with established benchmarks.

Medical Services

Bethany Home Association is committed to providing comprehensive, medically necessary services for all residents. The Medical Director provides oversight to physicians and other medical services as defined by state and federal regulations. The Medical Director is compensated at a fair market value for the services he/she provides. The Medical Director oversees the care and treatment policies and is actively involved in the Quality Improvement Committee.

Professional Excellence

The professional, responsible and ethical behavior of every associate reflects on the reputation of Bethany Home and the services provided. Associates working directly with residents, or in other areas that support resident services, are expected to maintain Bethany Home Association's standards of honesty, integrity and professional excellence every day.

Hiring and Employment Practices

Bethany Home Association is committed to fair employment practices. When hiring and evaluating, Bethany Home will:

- Comply with federal, state and local Equal Employment Opportunity laws, hiring the best qualified individuals regardless of race, color, age, religion, national origin, gender identity, sexual orientation or disability. All promotions, transfers evaluations, compensation and disciplinary actions also follow this policy.
- Conduct employment screenings to protect the integrity of the workforce and welfare of all residents and associates.
- Require all who need licenses or certifications to maintain credentials in compliance with state and federal laws; documentation of licenses or certifications must be provided.

Employee Screening

Bethany Home Association is prohibited by federal law from employing, retaining, or contracting with anyone who is excluded from any federal or state funded programs. Screening procedures have been implemented and are conducted prior to hiring to identify such individuals. These standards also apply to temporary healthcare workers. These policies and procedures are intended to ensure that Bethany Home Association does not contract with, employ or bill for services ordered, rendered or supervised by anyone:

- Confirmed with a positive drug test;
- Convicted of a violent crime, including assault, abuse or rape;
- Convicted of a criminal offense related to healthcare, including fraud, neglect or abuse of clients;
- Convicted of a felony in the preceding seven years;
- Convicted of an offense considered exclusionary by state statutes regulation or standard;
- Excluded from or ineligible to participate in federal healthcare programs;
- Disbarred or excluded by a duly authorized licensing agency; or
- Excluded by E-Verify

All employees and affiliates of Bethany Home must immediately report to his/her supervisor if he/she is convicted of an offense that would preclude employment in a healthcare facility, if action has been taken against his/her license or certification; or if he/she is excluded from participation in a federal or state healthcare program. Any associate who is alleged or have committed a serious criminal act will be suspended or, if convicted of a felony, terminated.

Employee Relations

To maintain an ethical, comfortable work environment, staff must:

- Refrain from any form of sexual harassment or violence in the workplace;
- Treat all colleagues and coworkers with equal respect, regardless of their national origin, race, color, religion, sexual orientation, age, gender identity or disability;
- Protect the privacy of other associates by keeping personal information confidential and allowing only authorized individuals access to the information.

Workplace Violence

Every employee has the right to work in a safe environment. Violence, abuse or aggressive behavior will not be tolerated.

Workplace Safety

Maintaining a safe workplace is critical to the well-being of all residents, visitors and coworkers. Policies and procedures have been developed to describe the organization's safety requirements. Every associate should become familiar with safety regulations and emergency plans regarding fire and disaster in his/her work area.

In addition to organizational policies, all associates must abide by all environmental laws and regulations. Associates are expected to follow organizational safety guidelines and to take personal responsibility for helping to maintain a secure work environment. If an associate notices a safety hazard, he/she must take action to correct it if possible, or report it to a supervisor immediately.

Drug and Alcohol Abuse

Bethany Home Association is committed to maintaining a workforce dedicated and capable of providing quality resident services and performing other applicable duties. To that end, associates are prohibited from consuming any substance that impairs his/her ability to provide quality services or otherwise perform job duties.

Associates may never use, sell or bring on company property, alcohol, illegal drugs and/or narcotics, or report to work under the influence of alcohol, illegal drugs and/or narcotics.

Illegal, improper or unauthorized use of any controlled substance that is intended for a resident is prohibited. If an associate becomes aware of any improper diversion of drugs or medical supplies, the associate must immediately report the incident to his/her department supervisor, the Compliance Officer or the Compliance Line.

Organizational Relations

Professional excellence in organizational relations includes:

- Maintaining company privacy and keeping proprietary information confidential;
- Avoiding outside activities or interests that conflict with responsibilities to Bethany Home Association and reporting such activity or interest prior to and during employments;
- Allowing only designated management staff to report the organization to the public or media; and
- Requiring that Bethany Home Association comply with the licensing and certification laws that apply to its' business.

Proprietary Information

In the performance of their duties, associates may have access to, receive or be entrusted with confidential and/or proprietary information, owned by Bethany Home Association and is not presently available to the public. This type of information should never be shared with anyone outside the organization without authorization.

Examples of proprietary information that should not be shared include:

- Resident and associate data and information;
- Details about clinical programs, procedures and protocols;
- Policies, procedures and forms;
- Training materials;

- Current or future charges or fees or other competitive terms and conditions;
- Current or possible negotiations or bids with payers or other clients;
- Stocks or any kind of financial information; and/or
- Market information, marketing plans or strategic plans.

Gifts

Bethany Home Association prohibits any employee from receiving or giving any gift, gratuity, or payment for services rendered, the making of any promise(s) on behalf of Bethany Home Association, or engaging in any activity, practice, or act which conflicts with the interest of Bethany Home Association or its residents.

Conflict of Interest

A conflict of interest exists any time an associate's loyalty to the organization is, or even appears to be, compromised by a personal interest. There are many types of conflict of interest and these guidelines cannot anticipate them all, however the following provide some examples:

- Financial involvement with vendors or others that would cause an employee to put the financial interests of the vendor ahead of the organization;
- Participating in transactions that put an associate's personal interests ahead of Bethany Home Association or cause loss or embarrassment to the organization;
- Taking a job outside of Bethany Home Association that overlaps with normal working hours at or interferes with job performance; or
- Working for Bethany Home Association and another vendor that provides goods or services to residents at the same time.
- An immediate family member who works for a vendor or contractor doing business with the organization and who is in a position to influence an employee's decisions affecting the work of the organization.

All associates must ensure that they remain free from actual or perceived conflicts of interest.

Use of Bethany Home Property

Bethany Home Association Property – everything from office supplies and computers to company vehicles – represents a significant expense and should only be used for legitimate business purposes. All associates must ensure he/she:

- Only uses property for the organization's business, not personal use;
- Exercise good judgment and care when using supplies, equipment, vehicles and other property; and
- Respect copyright and intellectual property laws; or
- Never copies or downloads software.

Computers and the Internet

Associates are expected to use computers, email and internet systems appropriately and according to the established policy and procedure. Associates are not permitted to use the internet for improper or unlawful activity or download or play games on organization computers.

Internet use can be tracked and associate usage of the internet will be monitored.

Vendor Relationships

Bethany Home Association takes responsibility for good client relationships and dealing with vendors honestly and ethically. Bethany Home Association is committed to fair competition among prospective vendors and contractors for business. Arrangements between Bethany Home Association and its vendors must always be approved by management. Certain business arrangements must be detailed in writing, approved by management and the Compliance Officer or designee. Agreements with contractors and vendors who receive resident information, with the exception of care providers, will require a Business Associate Agreement with the organization as defined by Health Insurance Portability and Accountability Act. Contractors and vendors who provide resident care, reimbursement or other services to resident beneficiaries of federal and/or state healthcare programs are subject to the Code of Conduct and must:

- Maintain defined standards for the products and services provided to Bethany Home Association and all residents;
- Comply with all policies and procedures as well as the laws and regulations that apply to the business or profession;
- Maintain all applicable licenses and certification and provide evidence of current workers compensation and liability insurance as applicable; and
- Require that their associates comply with the Code of Conduct and the Compliance Program and related training as appropriate.

Marketing and Advertising

Bethany Home Association uses marketing and advertising activities to educate the public, increase awareness of services and to recruit new associates. These materials and announcements, whether verbal, printed or electronic will present only truthful, informative, non-deceptive information.

Regulatory Excellence

As a healthcare provider, Bethany Home Association will follow federal, state and local laws that govern the industry. Keeping up with the most current rules and regulations is a big job – and an important one. All associates are responsible for learning and staying current with the federal, state and local laws, rules and regulations, as well as the policies and procedures that apply to job responsibilities.

Billing and Business Practices

Bethany Home Association is committed to operating with honesty and integrity. Therefore, all associates must ensure that all statements, submissions and other communications with residents, prospective residents, the government, suppliers and other third parties are truthful, accurate and complete.

Bethany Home Association is committed to ethical, honest billing practices and expects every associate to be vigilant in maintaining these standards at all times. Bethany Home Association will not tolerate any deliberately false or inaccurate billing. Any associate who knowingly submits a false claim, or provides information that may contribute to submitting a false claim such as falsified clinical documentation, to any payer – public or private – is subject to termination. In addition, legal or criminal action may be taken.

Prohibited practices include, but are not limited to:

- Billing for services or items that were not provided or costs that were not incurred;
- Duplicate billing - billing for item or services more than once;
- Billing for items or services that were not medically necessary;
- Assigning an inaccurate code or resident status to increase reimbursement;
- Providing false or misleading information about a residents' condition or eligibility;
- Failing to identify and refund credit balances;
- Submitting bills without supporting documentation;
- Soliciting, offering, receiving or paying a kickback, bribe, rebate or any other remuneration in exchange for referrals; and/or
- Unlawfully inducing business associates.

If any associate observes or suspects that false claims are being submitted or has knowledge of a prohibited practice, he/she must immediately report the situation to a supervisor, the Compliance Officer or the Compliance Hotline.

Referrals and Kickbacks

Associates and related entities often have close associations with local healthcare providers and other referral sources. To demonstrate ethical business practices, Bethany Home Association must make sure that all relationships with these professionals are open, honest and legal.

Resident referrals are accepted based solely on the clinical needs and the organization's ability to provide the services required by the resident and the ability to provide the identified services. Bethany Home Association never solicits, accepts offers, or gives kickbacks of any kind.

A “kickback” is an item or service of value including cash, goods, supplies, gifts, “freebie” or bribes that is received in exchange for a business decision such as a resident referral. Accepting kickbacks is not only against policies and procedures but also against the law. To assure adherence to ethical standards in business relationships, associates must:

- Verify all business arrangements with physicians or other healthcare providers or vendors in a written document; and
- Comply with all state and federal regulations when arranging referrals to physician-owned businesses or other healthcare providers.

Associates cannot request, accept, offer or give any item or service that is intended to influence – or even appears to influence – a healthcare service paid for any private or commercial healthcare payer or federal or state healthcare program, including Medicare and Medicaid, or other providers.

Copyright Laws

Print and electronic materials are protected by copyright laws. Associates are expected to respect these laws and not reproduce electronic print or print material without the permission from the writer or publisher.

Financial Practices and Controls

All associates are expected to ensure that financial and operating information is current and accurate to protect assets. All associates must make sure that all information provided by bookkeepers, accountants, reimbursement staff, internal and external auditors and compliance staff are accurate and complete. Bethany Home Association must also comply with federal and state regulations when maintaining accounting records and financial statements and cooperate fully with internal and external audits.

Fair Dealing

All associates must deal fairly with residents, suppliers, competitors and other associates. No associate, manager or director shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.

Protection and Proper Use of Assets

All associates must protect the assets of the organization and ensure their authorized and efficient use. Theft, carelessness and waste have a direct impact on the organization's viability. All assets must be used solely for legitimate business purposes.

Document Creation, Use and Maintenance

Every associate is responsible for the integrity and accuracy of documents, records, and e-mails including, but not limited to, client medical records, billing records, and financial records. No information in any record or document may ever be falsified or altered.

Examples of confidential business information includes potential or threatened litigation, litigation strategy, purchases or sales of substantial assets, business plans, marketing strategies, organizational plans, financial management, training materials, fee schedules, department performance metrics and administrative policies.

Associates must not disclose internally or externally, either directly or indirectly, confidential information except on a **need to know** basis and in the performance of his/her duties. Associates must never disclose confidential information externally unless expressly directed to do so by legal counsel. Upon termination of employment an associate must promptly return all confidential information to the organization.

Licensure and Certification

Bethany Home Association is committed to ensuring that only qualified professionals provide care and services to residents. Practitioners and other professionals treating residents must abide by all applicable licensing, credentialing and certification requirements. In addition, every effort is made to validate licenses and certification through the appropriate state or federal agency and screening of all employees through the OIG and GSA data bases and E-Verify.

Voluntary Disclosure

It is the policy of Bethany Home Association to voluntarily report fraudulent conduct discovered that may affect any federal or state healthcare program.

Government Investigations

Bethany Home Association is committed to cooperating with reasonable requests from any governmental inquiry, audits or investigations. Associates are encouraged to cooperate with such requests, conscious of the fact that associate(s) have/has the following rights:

- Associate has the right to speak or decline to speak, as all such conversation is voluntary;
- Associate has the right to speak to an attorney before deciding to be interviewed; and
- Associate can insist that an attorney be present if he/she agrees to be interviewed.

In complying with policy employees must not:

- Lie or make false or misleading statements to any government investigator or inspector;
- Destroy or alter any records or documents in anticipation of a request from the government or the court;
- Attempt to persuade another employee or any person to give false or misleading information to a government investigator or inspector; or
- Be uncooperative with a government investigation.

If an associate receives a subpoena or other written request for information from the government or a court, he/she should contact a supervisor, Chief Executive Officer, Human Resources Director, or the Compliance Officer before responding.

Disciplinary Action

Disciplinary action will be taken against any associate who fails to act in accordance with this Code of Conduct, the Compliance Program, supporting policies and procedures and applicable federal and state laws. Disciplinary action may be warranted in relation to violators of the Compliance Program and to those who fail to detect violations or who fail to respond appropriately to a violation, whatever their role in the organization. Disciplinary action will utilize standard disciplinary processes.

The Compliance Officer in conjunction with the Chief Executive Officer is empowered to initiate the disciplinary action through the immediate supervisor and to monitor appropriate implementation of the disciplinary process.

Compliance Questions

The laws applicable to Bethany Home Association operations are numerous and complicated. When an associate is not sure whether a particular activity or practice violates the law or the Compliance Program, the associate should not “guess” as to the correct answer but rather immediately seek guidance from his/her department supervisor or the Compliance Officer. Associates will not be penalized for asking compliance-related questions. Bethany Home Association is intent on maintaining a culture in which every associate is comfortable asking the questions necessary to ensure that he/she understands the duties imposed on him/her by this Code of Conduct, the Compliance Program and other applicable federal and state laws.

Conclusion

This Compliance Program is critical for Bethany Home Association’s continued success. All associates are crucial to ensuring the integrity of the Bethany Home Association. The Code of Conduct and the Compliance Program set standards for the legal, professional and ethical conduct of the organization.

Key points to remember:

- Bethany Home Association and all associates are committed to personal and organizational integrity, to act in good faith, and to be accountable for his/her actions.
- The Code of Conduct and the Compliance Program is designed to prepare associates to deal with the growing complexity of ethical, professional and legal requirements of delivering healthcare and the CCRC environment.
- The Compliance Program is an ongoing initiative designed to foster a supportive work environment, provide standards for clinical and business conduct, and offer education and training opportunities for associates.

The success of the Bethany Home Association Compliance Program depends on a commitment to act with integrity, both personally and organizationally. All associates have a duty to ensure that the organization is doing everything practical to comply with applicable laws. Associates are expected to satisfy this duty by performing all responsibilities in accordance with professional standards, the regulations and the policies and procedures.