

Regulatory Excellence

We are obligated to follow federal, state and local laws that govern our business. We are all responsible for learning these and staying current in order to perform our job responsibilities. This includes:

- Following Medicare and Medicaid fraud and abuse laws
- Committing to honest and ethical billing and communications
- Avoiding any kickbacks or bribes for referrals
- Respecting copyright laws
- Operating with standards of financial practices and controls
- Dealing fairly with all with whom we come in contact
- Integrity and accuracy of all documentation
- Voluntarily disclosing when we find we are out of compliance

Action on Compliance Matters

All reported compliance issues are taken seriously and will be investigated. Failure to follow GC policies and the Code of Conduct can result in corrective action, including termination of employment. Behavior that violates the Code of Conduct and policies may also violate federal or state law which could subject the individual to prosecution, imprisonment and fines.

Our success depends on your commitment to act with integrity, both personally and as part of our organization.

A Personal Obligation

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

Three-Step Reporting Process

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

Second, if you are unable to talk to your supervisor, the next step in the flow of communication is to speak with his/her supervisor.

Third, if you still have a concern, contact the Compliance Officer or a member of the organization's Compliance Committee. If none of these resolve your issue call the **COMPLIANCE LINE:**

800-211-2713

Your calls are confidential. You may call ANONYMOUSLY if you choose. All reports are kept confidential, except when the nature of the complaint requires disclosure and then will be disclosed only to the level appropriate to settle the complaint. Our policy, as well as both federal and state law, prohibits retaliation against a team member for reporting, in good faith, an actual or suspected violation.

GREENCROFT  COMMUNITIES

Compliance Officer
1721 Greencroft Blvd., P.O. Box 819
Goshen, IN 46527-0819
compliance@greencroft.org

Code of Conduct

Your commitment to act with integrity creates our success



Code of Conduct for Greencroft Communities

Greencroft Communities (GC) consists of several Affiliates providing housing and healthcare services in a Continuing Care Living Community environment.

Our compliance program covers the compliance issues, laws, regulations and guidelines that are relevant to a provider of senior services including residential, assisted living/personal care 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 employees, boards of directors, volunteers, independent contractors, subcontractors and vendors who may provide or are involved with healthcare or billing.

As you read this summary of our Code of Conduct, the words “team member” are used. This term includes all employees, vendors, contractors, volunteers and directors and officers providing care and services at every Affiliate.

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

For a copy of the entire Code of Conduct, please contact your supervisor or the Compliance Officer.

Care Excellence

Our most important job is providing 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 and neglect
- **Any team member who abuses or neglects a resident is subject to termination as well as legal and criminal action. Abuse and neglect are to be reported immediately to the Director of Nursing, Health Facility Administrator, Indiana State Dept. of Health and local law enforcement.**
- Maintaining confidentiality of all resident information
- Respecting and protecting resident property to prevent loss, theft, damage and misuse
- Providing quality of care
- Accurate assessment and care planning
- Providing only medically-needed services
- Using current practice standards
- Accurate and timely documentation
- Measuring clinical outcomes
- Assuring our workforce has appropriate experience and expertise to provide services
- Quality assurance programs to improve outcomes



Professional Excellence

The professional, responsible and ethical behavior of every team member reflects on the reputation of our organization and the services we provide. Whether you work directly with residents or in other areas that support resident services you are expected to maintain our standards of honesty, integrity and professional excellence every day. This includes:

- Maintaining licensing and certification requirements
- Screening team members to identify anyone excluded from federal or state funded programs
- Assuring company privacy and confidentiality of proprietary information
- Making truthful statements when speaking or writing
- Reporting any actual or potential conflict of interests
- Using all GC property appropriately
- Ensuring appropriate use of computers which eliminates improper, unlawful activity, downloads or use of games on our community's computers
- Being responsible as an organization to have honest and ethical vendor relations
- Abiding by HIPAA privacy rules in our marketing and fundraising to regulatory excellence

