

## Regulatory Excellence

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

### This includes:

- Committing to honest and ethical billing and communications
- Avoiding any kickbacks for referrals
- Respecting copyright laws
- Operating with standards of financial practices and controls
- Dealing fairly and equitably with all of those with whom we interact
- Maintaining integrity and accuracy of all documentation
- Abiding by all applicable licensing, credentialing and certification requirements
- Voluntarily disclosing if we find we are out of compliance
- Cooperating with government investigations

**Disciplinary Action** will be taken against any Associate who fails to act in accordance with the Code of Conduct, the compliance program, supporting policies and procedures and applicable federal and state laws.

**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 laws, regulations and policies that relate to your work.

**Second**, if you are unable to talk to your supervisor, seek out another member of the management team or Human Resources.

**Third**, if you still have a concern, contact the Compliance Liaison or a member of the organization's Compliance Committee.

If none of the above steps resolve your issue you may call the

### COMPLIANCE LINE:

**800-211-2713**

All calls are confidential.

You may also call:

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**Karla Dreisbach**  
**Senior Director of Compliance**  
**Peace Church Compliance Program**  
**PO Box 156**  
**Gwynedd, PA 19436**  
**Phone: 215-646-0720**  
**Fax: 215-646-0724**



## Peace Church Compliance Program

# Code of Conduct

99 Barclay Street  
Newtown, PA 18940

Chandler Hall

## Code of Conduct for Chandler Hall

Chandler Hall is a Continuing Care Retirement Community.

Our compliance program covers the compliance issues, laws, regulations and guidelines that are relevant to a provider of senior services including residential living, personal care, skilled nursing care, hospice care, home health care, adult day health program, physician and nurse practitioner services, and a child development program.

Our Code of Conduct is a shared responsibility that applies to every person at every level of our organization. This includes employees, board 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 word Associate will be used. This term includes all employees, vendors, contractors, volunteers and directors, and officers providing care and services at Chandler Hall.

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

For a copy of the entire Code of Conduct, please contact your Compliance Liaison:

Elaine Shupp  
Phone: 215-860-4000x1416  
Fax: 215-860-3458  
Email: [eshupp@chandlerhall.org](mailto:eshupp@chandlerhall.org)

## 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
- Maintaining confidentiality of all resident information
- Respecting and protecting resident property to prevent loss, theft, damage and misuse
- Providing quality care
- Accurate assessment and care planning
- Providing only medically needed services
- Using current healthcare practice standards
- Accurate and timely documentation
- Measuring clinical outcomes
- Assuring our workforce has appropriate experience and expertise to provide services
- Utilizing Quality Assurance programs to improve outcomes
- Committing to comprehensive medically needed services

## Professional Excellence

**The professional, responsible and ethical behavior of every Associate 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:

- Hiring the best qualified employees regardless of race, color, age, religion, national origin, gender identity, sexual orientation or disability
- Screening employees prior to employment
- Making the workplace a safe, ethical and comfortable environment including a workplace free of substance abuse
- Assuring company privacy and assuring proprietary information is kept confidential
- Following the Business Courtesies and Gifts policy
- Reporting any actual or potential conflict of interests
- Using property appropriately and respecting property and copyright laws
- 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
- Assuring truth in our marketing and advertising