



# Code of Conduct Principles

**DO THE RIGHT THING** – means that we are dedicated to Quality, Integrity and Honesty in everything we do on the Company’s behalf.

**RESIDENTS COME FIRST** – means we will always exert our best efforts to provide quality care and quality of life to those we serve, to respect their privacy, the confidentiality of their personal health information, and the circumstances that have placed them in our trust.

**RESPECT FOR THE LAW AND GOVERNMENT PROCESS** – We are a highly regulated business. Achievement of the Company’s objectives and furtherance of the Company’s reputation for Quality, Integrity and Honesty requires an effort to familiarize ourselves and comply with the many laws that govern all aspects of our operations and the processes by which those laws are adopted, implemented and enforced.

- We do not tolerate unlawful discrimination against residents, fellow employees or anyone who does business with the Company.
- We make all business decisions on the Company’s behalf on the basis of the merits presented. We do not offer, solicit or accept any gifts, gratuities or other benefits made for the purpose of influencing those decisions.
- We create and maintain accurate, thorough and timely records of all our service, billing and other business activities. We do not destroy, alter, or amend any Company records except as may be expressly directed by Company policy.
- We respect the privacy and confidentiality of all personal identifying information of those in our care or those in our employ and we use or disclose such information only in strict compliance with the law.

- We maintain in good standing at all times, all licenses, permits, certifications or authorities required for us to perform our jobs.
- We cooperate in accordance with Company policy, all government investigations or other processes designed to ensure compliance with the laws that govern us.

**INTEGRITY IN THE WORKPLACE - RESPECT FOR COMPANY ORGANIZATION PROCESS AND REPUTATION** – We are members of an integrated team. We understand that all of our activities can affect how our colleagues do their jobs, the Company’s attainment of its objectives, and its reputation for excellence. We take initiative but we know our limits. We make a commitment to understand and comply with all of the Company’s policies and procedures respecting the conduct of our personal or professional business.

**RESPECT FOR COMPANY RESOURCES** – means that at all times, we dedicate our professional efforts and all Company property or other resources used in our jobs to further the best interests of the Company and its customers.

**COMMUNICATION IS KEY** – means that we make an effort to understand, promote and help enforce the principles set forth here and in the Code of Conduct by asking questions, by communicating with our colleagues, by raising concerns or reporting situations which we know or reasonably believe may constitute violations of those principles, by investigating those concerns, and by taking appropriate enforcement action where necessary. The Company encourages reporting of known or suspected violations and will not tolerate retaliation or retribution against any report made in good faith or when they suspect or know that those principles, policies or procedures may be or are being violated.

**For More Information Contact:** The compliance officer at your location.  
Or call the corporate compliance director at **1 (888) 826-9663**.

To report compliance concerns, call the compliance hotline at **1 (855) 663-0144**  
or click on the compliance link on our website.