



CODE OF ETHICS (With Expository)

FUNCTION

Administration

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- 1. I will do my part to furnish high-quality Christian care and services that are appropriate to each resident's and client's total well-being, to include physical, spiritual, mental, emotional, social and vocational needs.**

In a basic sense, doing our part to furnish high-quality care and services means to responsibly recognize and respond to our residents' and clients' needs while demonstrating that they are loved and worthy of the same care and treatment we ourselves would like to receive.

It occurs in everyday work assignments such as following care plans; thoroughly cleaning rooms and other spaces; informing the nurse of changes in a resident's or client's condition; encouraging meaningful activities; providing nutritious meals; providing opportunities for physical fitness; accurately assessing needs; completing paperwork; developing caring relationships and nourishing faith through prayer and participation in worship.

Well-being is actively pursuing a balanced life. It is the process by which people work toward being the best that they can be within their own personal limitations, leading to meaning, value and purpose. It models Christ's invitation to love God with heart, soul, mind and strength and reinforces the commandment to love our neighbors as ourselves. We are social beings who want to build strong relationships within our families and in the community and find satisfaction in our work, service and leisure time.

Providing appropriate care also means ensuring careful stewardship of scarce financial resources based on medical necessity.

Residents and clients frequently request additional services, such as transportation or housekeeping. Services such as these will be provided or coordinated within the means appropriate to the Good Samaritan Society community.

- 2. I will protect our residents and clients from abuse and neglect in any form and promptly report any concerns I have that such abuse or neglect may be occurring.**

Protecting our residents and clients from harm is among our most basic duties. Abuse takes the forms of verbal, physical, mental, sexual, involuntary seclusion, neglect and/or misappropriation of resident and client property. We do not tolerate abuse. Our goal is to serve each resident and client with the compassion and dignity modeled by Jesus Christ, and we seek to do this by providing the highest quality of care and services for each person within an affirming environment.

The potential for abuse exists in an environment where employees work in sometimes stressful situations and vulnerable individuals sometimes can be frustrated with their personal circumstances. We must foster a culture of reporting and accountability rather than a culture of tolerance. This means that everyone feels comfortable bringing issues forward; issues are immediately addressed; complete and thorough investigations are done; appropriate follow-up takes place and allegations are reported to internal and external entities as appropriate.

Residents and clients have special possessions and expect that they will be safe and well cared for by employees. Safeguarding our residents' and clients' belongings includes telling what you know or suspect about missing items and/or misappropriated funds or property.

We need to know and follow the Society's policy and procedures regarding preventing, reporting and investigating all forms of abuse. This includes awareness of and compliance with the seven key components of abuse and neglect. The seven key components are listed below, along with examples of how the Society addresses these important areas.

- Screening, such as criminal background checks
- Training, such as orientation and annual in-services
- Prevention, such as audits and grievance procedures
- Identification, such as indicators that assist employees with identifying abuse or neglect
- Investigation, such as procedures for conducting an effective investigation
- Protection, such as procedures for ensuring that residents and clients are protected from harm during an investigation
- Reporting and response, such as processes to report incidents and establishing plans to improve quality

3. I will be respectful of our residents', clients', family members' and co-workers' diverse experiences and will support and encourage the unique point of view each individual brings to care planning and delivery of services.

Our motto, "*In Christ's Love, Everyone Is Someone*," is lived out in the respectful and encouraging way we treat one another. With Christ as our model, we involve care-giving employees, residents and clients, family members and others as appropriate in care planning and delivery of services as an effective means of accomplishing our aim — treating everyone, including those with beliefs and cultural traditions different from our own, as valued, respected and loved.

4. I will be respectful of my co-workers as it relates to 1) my behavior towards them and 2) their diverse experiences and education; and strive to promote a supportive work environment.

It is important to strive for an environment where all employees experience acceptance and love and feel valued for who they are, not simply for the work they do. This comes out of the belief that we love and forgive others because of the unconditional love that God first gave us through His Son, Jesus Christ.

Respect means treating your co-workers as professionals and showing courtesy and consideration for the full range of their talents and gifts. Together, we can celebrate the contribution that our combined gifts make to the Society's mission.

In a supportive environment, we know that in one way or another that we, as humans, all have needs. A supportive environment fosters and encourages honesty, forgiveness, prayer, personal growth, teamwork, open communications, mutual respect, conflict resolution and a commitment to the Society's mission. No matter the situation, prayer is available and offered and employees take time to help each other in times of personal need.

Our Good Samaritan Society communities are increasingly diverse places. Regardless of your particular perspective, your regard for those you work with must reflect a respect for human beings who are created in the image of God, and thus worthy of love and respect. Our motto, "*In Christ's Love, Everyone Is Someone*," challenges each of us to recognize the unconditional love of God in Christ for every one of us. While we recognize that there may be many things about which we will disagree, there always will be one thing upon which we can agree: we all need to love and be loved.

5. **I will honor the confidentiality of all information regarding our residents, clients and co-workers.**

Even the smallest details about our residents' and clients' care could be information they don't want others to know. When you work in healthcare, it is easy to take confidential information for granted, whether it is protected health information (PHI) or confidential employee information. Awareness of your behavior and the potential for accidental disclosure must remain a primary consideration. An example of this is the grocery store. Consider that others may overhear conversations and carefully choose the place and manner in which you have them.

When sharing PHI among co-workers, only share the minimum amount necessary to carry out your job duties. Keep "minimum necessary" in mind so that sharing information does not turn into gossip.

While it is not our intent to restrict employees from discussing terms and conditions of their employment, we all need to be mindful that medical records and employee files contain confidential information that should be maintained with privacy and security standards in mind. Technology, such as computers, handheld devices, phones and other communication devices, provides numerous ways to conduct and document our work and must be used in ways that ensure confidentiality and privacy of PHI and employee information.

6. **I will maintain the necessary qualifications for my position, striving to improve my knowledge and skills through continuing education and training.**

As residents and clients continue to come to us with more difficult and numerous needs, it is vitally important to continue to improve our knowledge and skills, be it through work-sponsored training or formal degree-granting programs. It is part of our commitment to our residents and clients.

People whose positions require licensing and/or certification must comply with the educational and other legal requirements to keep their licensure and/or certification in force.

The healthcare environment is always changing, and it is important to consider all information available to help you in your work. Information may come from many sources, such as the Web Portal, web-based training, in-services, outside workshops, self-study courses and meetings. It is vitally important that you take personal accountability for accessing information when needed so that you can provide high-quality care to those you serve.

7. **I will strive to understand and comply with all applicable laws and regulations governing my action and conduct in regard to my duties and responsibilities.**

Knowing and following the laws and regulations for your own job are not only the right things to do but they also are necessary to avoid severe government penalties. Make it a point to attend and pay attention to educational opportunities and to know and follow the policies and procedures that apply to your job.

8. **I acknowledge that among the Society's highest priorities is the health and safety of the residents, clients and ourselves; accordingly, I will strive to do my job so that no harm is caused to myself, co-workers, residents, clients or the public.**

We all share a duty to participate in safety activities such as fire drills and safety audits. We also share a responsibility to report and correct any unsafe conditions, to learn how to safely operate equipment and to take the time necessary to perform our tasks safely. Examples of unsafe conditions might include water that runs too hot, malfunctioning equipment, wet floors without proper signage, handrails in disrepair or placement of equipment, furniture or other property that inhibits proper access and egress in the building.

9. **I will do my part to make sure our residents and clients — and others making payment on our residents' and clients' behalf — are billed only for services for which there is complete and truthful documentation.**

I will never deliberately alter or falsify clinical, financial or employment records.

In order to bill and receive correct reimbursement for our services, we must ensure we have complete and accurate documentation that provides the level, amount and appropriateness of service received. Severe fines and penalties can result from billing for services that we can't prove with good documentation or from poor maintenance of employment records.

It never is acceptable to knowingly falsify clinical, financial or employment records for any reason. All information qualifies as business information, no matter the form or format that it is created or used for Society purposes. Always put the correct dates on records and never sign or date another person's signature. Always perform your duties with the appropriate security access you have been given and safeguard your passwords. Always perform your duties within your scope of practice.

10. **I will not knowingly and willfully ignore errors or problems or misrepresent facts. I will immediately attempt to resolve issues, and if I cannot, I will bring them to the attention of a supervisor.**

It is important to promote a culture where everyone feels comfortable asking questions, discussing problems and working together for problem resolution. Errors or problems left unfixed only get worse. It is important to follow the chain of command in your position when raising a concern or seeking direction regarding compliance issues. In most situations, the supervisor should be able to address the concern. If this is not addressed appropriately, however, this process then allows for matters of concern to be elevated to management including the location's management, human resources (HR) department, National Campus Human Resources and possibly the corporate compliance officer. The following process should be used to report suspected violations of Society policy and procedures, federal and state laws, rules and regulations as well as any violations under the Society's Code of Ethics.

- a. As an employee, you should openly discuss your concern with your supervisor. The supervisor should be knowledgeable about the appropriate laws, regulations, etc., and should be able to handle most, if not all, situations.
- b. If you are not comfortable in talking with your supervisor (because the issue may involve your immediate supervisor), then you should proceed in discussing this with your supervisor's supervisor or seek HR assistance for next steps.
- c. If you feel the matter cannot be handled by the supervisor or the supervisor's supervisor, you must contact the Society's corporate compliance officer in one of the following two ways:

Telephone: Corporate Compliance Hotline
(800) 631-6142

By Mail: Corporate Compliance Officer
4800 W. 57th St.
P.O. Box 5038
Sioux Falls, SD 57117-5038

Only concerns or issues that cannot be resolved locally should be submitted to the Corporate Compliance Hotline, unless circumstances dictate otherwise.

Non-retaliation: The Society strictly prohibits any kind of retaliation when someone raises a good faith concern, seeks supervisor or supervisor's supervisor response or calls the Society's Corporate Compliance Hotline with a possible ethics or compliance violation. Should retaliation occur, this will result in corrective action up to, and including, termination of employment.

11. I will promote high-quality, diversified services for all persons in our communities.

All people are of great value and deserve dignified treatment. Because we believe "*In Christ's Love, Everyone Is Someone*," our services are available to anyone whose needs can be met by our employees and resources and will be provided to qualified individuals of all faiths and beliefs without regard to race, religion, color, national origin, gender (including pregnancy, gender identity, gender expression and sexual orientation), genetic information, age, marital or familial status, disability, veteran status or other protected status.

We will be sensitive to the needs of our communities and, to the extent that is possible, strive to partner with them in providing an array of services to meet those needs.

12. I will exercise good stewardship in all purchasing and referral decisions and base them on principles of cost-effectiveness and value-added benefits.

It is important to avoid even the appearance that we are engaging in an activity, be it a purchase or referral decision, with any self-serving motivation. It always is best to check first with your supervisor, the location's management or the Society corporate compliance officer before conducting any Society business where you or a family member have or could have a personal interest.

It is explicitly against the law to accept compensation of any kind, direct or indirect, in cash or in kind (e.g., trips, prizes, gift certificates) in exchange for referring or influencing the referral of residents to or from Society locations.

It also is against the law to accept or offer compensation of any kind to make or influence the decision to purchase products or services to be used in the care of our residents and clients when at least some part of the money used to make these purchases comes from government healthcare programs.

Charitable gifts to the location or the Society as a whole usually are acceptable. Gifts to individuals are allowable within the guidelines set forth in Society policies only when the value of the gifts are so small that it is unlikely the giving or receiving of them would influence a referral or purchasing decision.

13. **I will perform my duties in a way that promotes the public's trust in The Evangelical Lutheran Good Samaritan Society.**

I understand that my off-duty conduct may potentially affect the public's trust in my work performance for The Evangelical Lutheran Good Samaritan Society.

Our mission statement gives each of us a basic duty to ourselves and others to be truthful in everything we say or write, including, but not limited to, our clinical documentation, investigations, location records, expense reporting and dealings with and/or for whom we work. Our good name and reputation is something we each value as individuals, as does the Society as an organization. Our good name and reputation is ours to keep or to lose and it is much easier to lose than to win back. Whether we are on or off duty, our conduct can influence the public's trust both in the individual and the Society as a whole.

Legal off-duty conduct can be thought of as lawful conduct off the employer's premises during non-working hours that is not in direct conflict with the essential business-related interests of the employer. While the Society does not dictate legal off-duty conduct, it is important for Society personnel to understand that the public may observe our legal off-duty conduct and associate that conduct with the Society's good name and reputation as well as with our own work performance as Society personnel.

Additionally, for those in leadership positions, a Society leader often is the public representative of the mission of the Society in a given location. A Good Samaritan Society leader should refrain from conduct that may present the Society in a negative light that could lessen the leader's ability to be the spiritual leader of that location, or that could harm the Society's reputation and/or that location's reputation. A Society leader also should refrain from engaging in conduct that may lessen his/her ability to meet performance expectations of the Society. If the legal off-duty conduct does have a negative effect on the ability of the Society leader to meet the performance expectations of the Society, the continuation of employment with the Society at that respective location or any location within the Society may be called into question. This also is the case should such conduct present the Society or the given location in a negative light.

The Society may address legal off-duty conduct on a case-by-case basis when it presents the Society in a negative light, or when it lessens the ability of the Society leader to be the spiritual leader, or when it could be deemed to harm the Society's reputation and/or the given location's reputation or when it has a negative effect on job performance. Examples of legal off-duty conduct that may require intervention by the Society include, but are not limited to, habitual gambling; excessive public drinking or intoxication; inappropriate use of social media; lifestyle choices and the use of medicinal marijuana.

Examples of job-related off-duty misconduct that the Society may address include driving under the influence of alcohol if your role at the Good Samaritan Society location is driving residents to and from appointments; action taken for assault and battery if your role involves contact with residents and clients; action taken for theft or fraud if your role provides you access to resident, client or Society property and information; or substantiated threats made to residents, clients, employees or families outside of work.

14. I will encourage and support volunteerism as it benefits both those who are served and those who serve.

Volunteers provide many services to our residents and clients that would not otherwise be available. Thus, they provide a valuable service that we encourage. They come from both the communities we serve and from the employees. While the Society provides meaningful opportunities to connect with our community and be involved in the lives of others, the invitation is entirely voluntary. Participating in community events and organizations are also ways of sharing and experiencing the benefits of volunteerism.

15. I will apply ethical standards and be honest and forthright in any representations I make to residents, clients and people in the community.

Honesty means being truthful, forthright, sincere and fair in our spoken and written conduct with others.

In conducting our work in a professional and truthful manner, we strive to reflect the eight traits of The Good Samaritan Society Way: compassion, joy, acceptance, love, honesty, perseverance, humility and courage. It is important that we consider ourselves in positions of trust and act accordingly. Applying ethical standards is difficult to describe. Some examples follow:

- Providing services within the boundaries of our education, training, license, certification or other relevant professional experience
- Taking responsibility and credit only for work performed and for which you have contributed
- Honoring the privacy and confidentiality of those with whom we serve and work
- Avoiding actions that may demean a person based on gender, race, color, religion, national origin, age, disability, veteran status or other relevant aspect of diversity
- Addressing concerns and conducting or participating in investigations in a fair and objective manner
- Using resources in a proper manner
- Avoiding participation in or association with dishonesty, fraud or deception
- Being alert to and avoiding conflicts of interest that interfere with professional discretion and impartial judgment
- Avoid taking unfair advantage of residents, clients and others
- Seeking clarification of your role in a situation if you are concerned that a conflict of interest may exist

Therefore, I dedicate my work in healthcare to offering service that will uphold the motto of the Good Samaritan Society: *"In Christ's Love, Everyone Is Someone."*