

Follow the Golden Rule

Providing quality care for residents and an engaging environment for employees, partners, contractors, and volunteers is our priority. Treating all persons with respect and without regard to race, color, religion, sex, sexual orientation, gender identity, pregnancy, national origin, age, disability, payment source, or any other characteristic as protected by law. Upholding resident rights while approaching family and colleagues in the manner that you would expect to be treated.

Some examples:

- Responsive – Answer a call light promptly.
- Compliant – Follow the resident plan of care.
- Privacy – Only search through resident belongings with permission.
- Respect – Address residents by their given name.
- Gracious – Ask if there is anything else you can do to make them comfortable.
- Ethical – Share with leadership when a resident makes plans to harm themselves.
- Honest – Guard the use of the company credit card.
- Protect – Report suspected abuse or neglect.
- Kind – Above all else...be kind.

If You See Something, Say Something

All employees, partners, contractors, or volunteers are expected to report any violations of the Code of Conduct, breach of facility policy, or any suspected or actual illegal activity.

How you report is up to you. We have adopted several ways to bring concerns to our attention:



Tell Your Supervisor



Call the 24/7 Integrity Hotline at 833.255.0308 or visit www.lighthouse-services.com/cascadiahc (anonymous reporting available)



Report directly to the Facility Integrity Liaisons or Chief Integrity Officer

Integrity Program CODE OF CONDUCT



Our Code

We are committed to providing quality, compassionate care with integrity. We have adopted the Code of Conduct as part of our Integrity Program.

We seek to ensure the people and partners working with us conduct business ethically and in compliance with the law. This Code of Conduct and our standards apply to all employees, partners, contractors, and volunteers.

We have established four simple rules:

- Follow Our Policies
- Do the Right Thing
- Follow the Golden Rule
- If You See Something, Say Something

We will evaluate whether to continue relationships based on compliance with these standards. A copy of our complete Integrity Program can be found on the facility website. If you have any questions about this code of conduct, please contact your Integrity Liaison or the Chief Integrity Officer.

Follow Our Policies

We have adopted policies and procedures designed to achieve our facility goals. These policies contain additional detail about appropriate conduct for employees, partners, contractors, and volunteers.

Our policies and procedures cover a wide range of topics important to compliance and to our Integrity Program. These include but may not be limited to:

- Billing/Filing Claims
- Confidentiality/HIPAA
- Quality of Care
- Clinical Documentation
- Employee Screening
- Ethical Business Practice
- Gifts & Kickbacks/Inducements
- Conflicts of Interest
- Government Relations
- Hospice Referrals & Physician Agreements
- Resident Record Accuracy & Preservation
- Resident Rights

We strive to ensure that everyone becomes familiar with our Code of Conduct, Integrity Program, and facility policies. If you have a question, contact your supervisor.

Do the Right Thing

Keep the Integrity Program and Code of Conduct in mind when making daily decisions and choices. These actions or activities may include how to interact with residents and visitors, the procedures for billing submissions, the practice of thorough and accurate clinical documentation, marketing and patient referral activities, reporting conflict of interest, and understanding your reporting obligations when you have concerns. If you witness inappropriate actions or activities, do the right thing. Report any known or suspected violations of the Integrity Program Code of Conduct.

Some examples:

- Confidentiality – Do not post resident pictures on YouTube.
- Education – Do not skip staff meeting and say, “I was never trained”.
- Personal Gifts – Do not accept door dash dinner from a resident.
- Falsify – Do not change the date of your event interview.
- Illegal Conduct – Do not accept resident medications when nauseous.
- Ethical Violation – Do not deny a promotion based on race.
- Fraud – Do not recreate missing documents.
- Substance Abuse – Do not ignore witnessing alcohol consumption at work.