



Code of Conduct

As an organization that focuses on caring for the special populations that we serve, how we carry out our Mission is as important as the Mission itself. Our Mission and Core Values craft our environment as we fulfill our daily responsibilities.

Not only is our conduct and the care we provide important to those we serve, however it is also important to the organizations that regulate and license our services, partner with us to provide services and pay for our services. It is the expectation of Christ's Home that all employees, contracted partners, and our Board of Trustees adhere to Christ's Home policies and procedures and follow laws and regulatory requirements governing Christ's Home operations. All are expected to uphold their positions with the highest integrity, acting honestly and responsibly. Christ's Home is a special place that cares for senior adults and children with the love of Christ at the heart of our Mission. Our conduct must be worthy of our name, Christ's Home. Unethical, unlawful, or fraudulent conduct will not be tolerated and is subject to formal discipline.

If you become aware of unethical, unlawful, or fraudulent conduct by any individual associated with Christ's Home – including employees, board members, vendors, clinical staff, volunteers or contracted partners, you are required to report it to your supervisor, or Director of Human Resources, or the Corporate Compliance Officer. You may also report through the Reporting Hotline and if desired report anonymously:

Website: report.syntrio.com/christshome or by Telephone: 844-990-0002 (Spanish 800-216-1288)

Reports of conduct violations will be investigated and, if substantiated, disciplinary action will be taken appropriate to the scope and severity of the violation, up to and including immediate dismissal. Examples of Code of Conduct violations include, but are not limited to:

- Resident abuse, neglect, or actions that jeopardize resident health or safety
- Falsification of resident records
- Falsification of records, fraudulent billing, or misrepresentation
- Unauthorized access, use, or disclosure of resident health or personal information
- Sharing passwords or bypassing security protocols
- Harassment, discrimination, threats, defamation, or harmful behavior toward employees, residents, guests, or contractors
- Sleeping while on duty
- Failure to follow Christ's Home policies and procedures
- Theft from Christ's Home, residents, employees, or others
- Possession of firearms, illegal drugs, or engaging in illegal activity on campus
- Being under the influence of alcohol or non-prescribed controlled substances while working
- Dangerous, illegal, or irresponsible conduct (e.g., reckless driving, texting while driving, unsafe use of equipment)
- Lying, false representation and/or defamation about another member of the Christ's Home Community.

It is up to all employees, contracted partners, and the Board of Trustees to maintain the high-performance standards of this Code of Conduct. If you have questions or need clarification on the Code of Conduct, Christ's Home policies-and procedures or other expectations, contact your immediate supervisor, Director of Human Resources or Corporate Compliance Officer.