



Friends House

community through caring

Friends House Retirement Community, Inc. is committed to ethical, honest billing practices and expects every team member (including employees, independent contractors, subcontractors and vendors to be vigilant in maintaining these standards at all times. It is important that our contractors understand the provisions of a number of laws, your obligation to act under these laws and your right to report if you suspect a violation as well as protections available for those who report violations of these laws. Please ensure your staff are familiar with the below listed laws and regulations. This letter is to inform you of those obligations and remind you that we encourage your feedback.

Compliance Program: *Friends House Retirement Community, Inc.* as a compliance program. A core document of any compliance program is the Code of Conduct which covers the compliance issues, laws and regulations and guidelines that are relevant to providers of senior services. This Code of Conduct is relevant to all individuals, including employees, contractors, volunteers, directors and officers.

Attached you will find a summary of our Code of Conduct; the full document can be viewed on our web site: www.friendshouse.com. Please assure that you review your obligation to abide by our compliance program as a requirement of doing business with *Friends House Retirement Community, Inc.*

Excluded Provider Policy: *Friends House Retirement Community, Inc.* cannot do business with any individuals or entities sanctioned by the Federal and State Government. It is your duty to inform us immediately if your organization or anyone under your employment is currently or becomes excluded in the future.

Elder Justice Act: Under this regulation it is the obligation of anyone who works for, or contracts with a long-term care community to report to local law enforcement, and to the Secretary of Health and Human Services, their reasonable suspicion of crimes committed against nursing home residents. This reporting must happen in a timely manner.

If the events that cause the suspicion—

- Result in serious bodily injury, the individual shall report the suspicion immediately, but not later than 2 hours after forming the suspicion.
- Do not result in serious bodily injury, the individual shall report the suspicion not later than 24 hours after forming the suspicion.

Please be sure to inform all of your employees who, in the course of business, are present on our community's campus, are aware of these obligations.

You are encouraged to communicate any compliance concerns to our compliance officer. If you or one of your staff members prefer to report any compliance concern anonymously, please use the Compliance Hotline. The Compliance Hot Line number is 1-800-211-2713 and is also printed in the attached brochure.

Please contact us if you have any questions. We look forward to our continued partnership.

Sincerely,

A handwritten signature in dark ink, appearing to be 'EN', with a long horizontal line extending to the right.

Elizabeth Nicely
Compliance Official